DISTANCE EDUCATION SUPPORT ASSISTANT
Application deadline: Wednesday, May 25, 2016 4:00 P.M.

POSITION DESCRIPTION
Under the general supervision, this position supports the Distance Education program by staffing the Help Desk, assisting instructors with instructional course management issues like testing and archiving, and providing data on current student information and enrollments to the appropriate departments or staff.

RESPONSIBILITIES
- Assists students in the operation of the College’s course management system, including resetting passwords and answering hardware and software questions by telephone or by email.
- Orders adequate stock of supplies for the Distance Education program.
- Assists instructors with course management issues like archiving courses, test conversions, enrollment management, and backing up files.
- Queries the College’s MIS system for student information necessary for enrollments and reports information as needed to IT or to the distance Education Support Specialist.
- Updates the course management system information and settings for accuracy.
- May train and supervise student assistants.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS
- Ability to operate a computer and essential software including Microsoft Office and the College course management system.
- Ability to effectively support and communicate with students in online classes with technological and software-related questions or concerns.
- Ability to maintain effective working relationships with the dean, faculty, and staff in the Distance Education program.
- Ability to carry out assigned duties with a minimum of supervision.
- Any combination of education, training, and experience that provides the required knowledge, skills, and abilities.
- Clear evidence of a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

MEETING MINIMUM QUALIFICATIONS DOES NOT ASSURE THE CANDIDATE OF AN INTERVIEW. Applications will be evaluated taking into account the breadth and depth of relevant education, experience, skills, knowledge and abilities.

SPECIAL CONDITIONS
Working Hours: Monday through Friday - 10:30am - 7:30pm.

APPLICATION PROCESS
Applications must be completely filled out in detail. The application package must include a District application and a resume. Please do not include any additional documents not required in this section.

CONDITIONS OF EMPLOYMENT
This is a full-time, 12-month, classified bargaining unit position. Starting date: as soon as possible. Range 8 of the CSEA Salary Schedule, with a starting salary of Step A, $2,816/month; progresses over time to $3,962/month. The current hours of this position will also include a $65.00 per month shift differential. Excellent benefit package.