Saint Michael's College
Job Description

Job Title: Assistant Director of Instructional Technology

Department: Information Technology

Supervisor or Manager: Director of Information Technology

Date Created: 6/22/06  Last Revised: 6/22/06  FLSA Status: E

Approved by (print name): ________________________  Signature: ________________________

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
- Instructional Technology Services team is managed to provide excellent customer service and technology training to all SMC faculty
- Faculty members are supported through consultation and research into trends in educational technology
- Resources are provided to help faculty integrate technology into their teaching
- Assistance in providing adequate and appropriate technology in the classrooms/labs is rendered through a process of research, consultation with concerned parties and coordination with other campus departments and vendors
- Relevant data for decision-making is collected
- Procedures for specialized labs and ITS services are documented and followed
- Team and departmental planning sessions are conducted
- Regular, timely performance planning and evaluation for direct reports is executed

Essential Duties and Responsibilities:
- Accumulates and analyzes statistics and information for reports and departmental needs
- Acts as IT liaison to Library and Information Services
- Anticipates classroom technology needs
- Coaches and evaluates direct reports in learning new skills, time management and task management
- Collaborates with other IT department members to accomplish objectives
- Communicates with faculty to keep them apprised of new developments and workshops
- Conducts surveys to collect information about technology usage and campus perceptions
- Consults with colleagues at other institutions and attends conferences to stay abreast of trends
- Coordinates “Design for Learning” classroom renovations with other campus departments and outside vendors
- Organizes the media for Special Events
- Develops schedule and determines topics for academic year faculty workshops and demonstrations
- Disseminates information to adjuncts and staff members
- Establishes objectives, policies and procedures for Information Technology Services team
- Oversees e-College administration and provides input to process planning
- Promotes the use of technology in teaching and advises faculty on best practices
- Serves as ex-officio member of Educational Technology Committee and Teaching Resource Committee
- Uses work order system to record and report team activity and work requests

Secondary Responsibilities:
- Works with faculty on classroom podium use
- Provides back-up where necessary
- Troubleshoots media equipment
- Performs other duties as assigned
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Positions Supervised:
- Language Learning Resource Center Manager – 1
- Instructional Technologist – 1
- Senior Instructional Technology Specialist – 1
- Senior Media Services Specialist – 1

Position’s Major Contacts:
- CIO
- Director of IT
- Department Assistant Directors
- Registrar
- Chairs of various departments
- Provost and office staff
- Student Financial Services staff
- Facilities staff
- Associate Director of Architectural and Design Services
- Undergraduate and graduate faculty members
- School of International Studies faculty and staff
- MATESL director
- Library and Information Services Director
- Library and Information Services Reference Librarians
- Associate Director of Collections
- Director of MSA Program
- Director of Graduate Education
- Special Events Director and staff
- Human Resources staff
- Admissions staff
- Faculty support staff
- Various vendors and installers

Demonstrates Excellence in this Position:
- Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
- Understands the important role of the department as primary information-technology provider on the SMC campus
- Demonstrates a sound understanding of academic and business processes/cycles that the department supports
- Displays an awareness of how the technologies deployed by the department affect those who use them
- Clearly understands the impact of change on customers and vendors/partners
- Creates stimulating, proactive communication plans and consistently completes projects on time and on budget
- Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
- Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
- Remains open to continuous evaluation and improvement at all times

Education and Work Experience Required:
- Advanced Degree
- Two or more years of supervisory experience, preferably team-oriented and in higher education
- At least one year of teaching experience in a higher education setting
- Project management experience

Analytic Skills Required:
- The ability to assess the results of various analytical techniques in order to identify cause-and-effect relationship and then develop plans to change a situation.
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**Language and Literacy Skills Required:**
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds and problem solves. Speaks to individuals and small groups effectively.

**Computer/Technology Skills Required:**

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Other:
- Campus network- working knowledge, including how it operates, its basic setup and some troubleshooting skills
- New programs and applications- ability to test in order to instill confidence in faculty and collaborate with other IT teams
- Hardware and software technologies- familiarity with support instruction

**Licenses, Certifications and Other Requirements:**
- Support Center certification desired, but not required

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Assistant Director of Instructional Technology, occasionally the employee is required to lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**
- Availability to work some weekends and evenings, when extra teaching is required and as requested by management
- Oral and written communication skills sufficient to assist faculty, staff, vendors and consultants with technology issues

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.