**P2: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* May recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general supervision.
* Periodic checks on accuracy, quality, and timeliness of outcomes.

*🡪 Context of Decisions*

* Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

*🡪 Job Controls*

* Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
* Guided by general procedures and professional norms.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems tend to be modestly technical or operational.

*🡪 Course of Resolution*

* Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
* Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

*🡪 Measure of Creativity*

* Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
* Most of the obstacles, issues, or concerns can be handled with established practice and policy.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

**Job Template**

**GENERAL SUMMARY**

Aids and supports Instructional Developers in analyzing and creating innovative, technology-based, instructional solutions for various educational settings and needs using methods from educational technology and instructional design.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Works collaboratively with Instructional Developers and other team members to analyze and develop a standard instructional design plan.
* Modifies and enhances existing courses and course design through the use of current and emerging technologies, industry standards, and best practices.
* Assists in developing academic courses, and/or learning modules using course-management software and eLearning technologies.
* Serves as a resource to the University community regarding eLearning technologies and policies; provides training on new and existing technology, initiatives, and policy to faculty and support staff on an individual- or group-basis.
* Maintains assessment and evaluation instruments for eLearning courses and initiatives.
* Researches and recommends new technologies in the field of education.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in a related field.
* One year of related experience.

OR

* Five years of profession-based experience.

**COMPETENCIES**

**Knowledge of:**

* Best practices for digital image and web design, development, and editing
* Microsoft Office and related software applications
* Basic instructional design theory, process, and implementation
* Educational technology

**Skill in:**

* Technology support in an academic setting
* Technical problem solving
* Developing online course materials

**Ability To:**

* Develop online courses in a learning management setting
* Work independently and in a team environment
* Complete projects while adhering to strict timelines
* Manage many tasks simultaneously while maintaining attention to detail and accuracy
* Adapt quickly to changing priorities
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Maintain the confidentiality of information and professional boundaries
* Communicate effectively through both oral and written means