Job Template: eLearning Developer 1

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<td>FLSA Status: E</td>
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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 Received**
  - 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**
### Job Template: eLearning Developer 1

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- 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: eLearning Developer 1

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**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.
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**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
Job Template: eLearning Developer 2

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**P4: 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. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- 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 Received**
  
  - Works under direction.

→ **Context of Decisions**
  
  - Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
  - Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ **Job Controls**
  
  - Has the latitude to make decisions on projects that they are accountable for delivering on.
  - Free to plan and carry out all phases of work assignments.
Job Template: eLearning Developer 2

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### COMPLEXITY AND PROBLEM SOLVING

- **Range of issues**
  - Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

- **Course of Resolution**
  - Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

- **Measure of Creativity**
  - Problems are not amenable to strict technical resolution, requiring innovative thinking.

### COMMUNICATION EXPECTATIONS

- **Manner of Delivery and Content**
  - Regularly provides information on finished materials to others.
  - Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

### SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- 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.
### Job Template: eLearning Developer 2

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- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.
Job Template: eLearning Developer 2

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GENERAL SUMMARY

Analyzes, recommends, develops, and supports innovative instructional solutions using educational technology and instructional design principles and practices. Collaborates with Instructional Developers and faculty to create appropriate online courses, eLearning aids, and other software-based solutions to identified educational needs.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under limited 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 to implement a moderately complex and/or unique instructional design plan.
- Evaluates the use of technology prescribed by the instructional design plans and suggests revisions to faculty and developers, as necessary.
- Develops academic courses, websites, interactive instructional learning objects, and/or learning modules using course-management software, web authoring tools, and eLearning technologies.
- Modifies and enhances existing course design through the use of current and emerging technologies, and applying knowledge of educational theory and best practices.
- Ensures consistency with the vision of the requesting faculty member.
- Builds and maintains assessment and evaluation instruments.
- Conducts workshops, seminars, and/or other training programs in course design, pedagogy, and the relevant and appropriate use of technology.
- Provides training on new and existing technology, initiatives, and department policy to colleagues, faculty, and support staff on an individual- or group-basis.
- Researches and recommends new technologies in the field of education.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in a related field.
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- Four years of related experience.

OR

- Master's degree in a related field.
- Two years of related experience.

**COMPETENCIES**

**Knowledge of:**

- Best practices in educational technology and instructional design
- The use of eLearning development tools and social learning technologies
- Multimedia development including interactive learning objects

**Skill in:**

- Technology support in an academic setting
- Graphic, visual, and web design
- Developing online courses in a learning management setting
- Technical problem solving

**Ability To:**

- Work independently and in a team environment
- Complete projects while adhering to strict timelines
- Apply ADA or Section 508 compliance standards to web-based instruction modules
- Design and maintain databases
- Understand copyright as it applies to online content and images
- 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
Job Template: eLearning Developer 3

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P5: Level Standards

GENERAL ROLE

This level is accountable for serving in an advanced senior resource capacity in an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of specialization.
- Serve in the most advanced capacity and frequently being assigned project leadership roles within a specific administrative/programmatic function or specialty area.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received
   - Works under direction.
   - Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ Context of Decisions
   - Decisions are driven by office/departmental policy and procedures.

→ Job Controls
   - Free to plan and carry out all phases of work assignments.
   - Has the latitude to make daily operational decisions.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues
   - Issues tend to be operational in nature.

→ Course of Resolution
   - Identifies issues and gathers facts.
   - Must understand the smallest details of an assigned area.
Job Template: eLearning Developer 3

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→ Measure of Creativity  
  • Problems are not amenable to strict technical resolution, requiring innovative thinking for resolution.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content  
  • Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

• Actions regularly affect a department or a project outcome with department/office impact.  
• Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.  
• Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.
GENERAL SUMMARY
Oversees aspects of instructional design projects for assigned area(s), including the analysis of educational needs, solution-plan development, and implementation processes relating to technology-based learning and eCourse creation.

REPORTING RELATIONSHIPS AND TEAMWORK
Works under direction of supervisor or manager. Serves a lead worker to employees who perform similar functions.

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.

• Acts as a project lead, ensuring objectives and needs of clients are met.
• Works collaboratively with Instructional Developers and faculty to develop online courses and appropriate eLearning instructional tools, such as interactive instructional objects.
• Leads the development of academic courses, web sites, and/or learning modules using course-management software and eLearning technologies.
• Reviews existing course design for enhancement and coordinates the efforts of other staff in modification through the use of standing and emerging technologies.
• Serves as a representative on university committees and focus groups involved in educational technology use, development, and implementation.
• Conducts workshops, seminars, and/or other training programs in course design, pedagogy, and the relevant and appropriate use of technology; performs faculty development on an individual- and group-basis.
• Provides training on new and existing technology, initiatives, and department policy to colleagues, faculty, and support staff on an individual- or group-basis; guides other developers in the appropriate use of technologies to meet objectives.
• Evaluates new technologies in the field of education and makes recommendations for purchase.
• Performs related work as required.
Job Template: eLearning Developer 3

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MINIMUM QUALIFICATIONS

- Bachelor’s degree in a related field.
- Six years of related experience. Two years of experience must be serving as an advanced/senior team member or working as a project lead.

OR

- Master’s degree in a related field.
- Four years of related experience. Two years of experience must be serving as an advanced/senior team member or working as a project lead.

COMPETENCIES

Knowledge of:

- Best practices in educational technology and instructional design
- The use of eLearning development tools and social learning technologies
- Multimedia development, including interactive learning objects

Skill in:

- Technology support in an academic setting
- Graphic, visual, and web design
- Developing online courses in a learning management setting
- Technical problem solving

Ability To:

- Work independently and in a team environment
- Apply ADA or Section 508 compliance standards to web-based instruction modules
- Manage complex projects within and across academic and/or technical production units
- Adhere to strict project timelines
- Serve on working committees in the area of educational technology, eLearning, teaching and learning, and other appropriate fields in higher education
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
### Job Template: eLearning Developer 3

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- Communicate effectively through both oral and written means