**CLASSIFICATION DESCRIPTION**

**CLASSIFICATION DESCRIPTION TITLE:** INSTRUCTIONAL TECHNOLOGY TECHNICIAN

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<table>
<thead>
<tr>
<th><strong>FLSA STATUS:</strong></th>
<th>Non-Exempt</th>
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**CLASSIFICATION SUMMARY:** Responsible for providing general technical and customer service for the virtual campus on-line course management and testing. Responsibilities include relaying information and providing solutions to students, staff and faculty regarding program services; maintaining, tracking, and verifying data in various systems; conducting research as needed; creating reports; processing a variety of documents; and processing purchase orders.

**TYPICAL CLASSIFICATION ESSENTIAL DUTIES:**

(These duties are a representative sample; position assignments may vary.)

<table>
<thead>
<tr>
<th></th>
<th>Illustrative only – not inclusive of every task assigned to a position.</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Coordinates all aspects of testing, including data collection and recordkeeping, troubleshooting the online testing system and software, and maintaining the security of exams.</td>
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<tr>
<td>2.</td>
<td>Provides technical and customer service support for online courses; assist students and faculty with first-line support and solutions.</td>
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<tr>
<td>3.</td>
<td>Prepares student course information for virtual campus website, including document assembly and proofreading, establishing timelines as needed, and converting documents for online use.</td>
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<td>4.</td>
<td>Provides administrative support, such as tracking and verifying data, relaying communications, researching information, and providing related support.</td>
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<td>5.</td>
<td>Monitors and tracks purchase orders to ensure receipt of materials and services in a timely manner to appropriate areas.</td>
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<tr>
<td>6.</td>
<td>Assists with tracking budget and department information, such as maintaining balances, researching discrepancies, and preparing related financial reports.</td>
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<tr>
<td>7.</td>
<td>Performs other duties as assigned.</td>
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</table>
# HARRISBURG AREA COMMUNITY COLLEGE

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## Training and Experience (positions in this class typically require):

- Associate's Degree and two years experience in online course management and testing administration; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

## Licensing Requirements (positions in this class typically require):

- None Required.

## Knowledge (position requirements at entry):

**Knowledge of:**

- Testing procedures and policies;
- Customer service principles;
- Web design practices and principles;
- Various computer operating systems and related software applications;
- Federal, state, and local laws and regulations;
- Assigned department operations and functions;
- Recordkeeping principles.

## Skills (position requirements at entry):

**Skill in:**

- Creating and maintaining logs and records;
- Applying customer service principles;
- Operating a computer system and various software applications;
- Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Using proper English, grammar, punctuation, and spelling;
- Following oral and written instructions, policies, and procedures;
- Prioritizing assignments and organizing work tasks;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisors, the general public, etc. sufficient to exchange or convey information and to receive work direction.

## Physical Requirements:

Positions in this class typically require: fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
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NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Created: 8/8/07

____________________________________  ________________________
Signature of Employee                  Date

____________________________________  ________________________
Signature of Supervisor                 Date