



TACOMA COMMUNITY COLLEGE
invites applications for the position of:
**Learning Technology
Support Manager**

SALARY: \$5,416.67 - \$5,833.33 Monthly
\$65,000.00 - \$70,000.00 Annually

OPENING DATE: 02/02/23

CLOSING DATE: Continuous

WHO WE ARE:

Priority Consideration Date: March 5, 2023

Tacoma Community College (TCC) is built on the traditional homelands of the Puyallup Tribe. The Puyallup people have lived on and stewarded these lands since the beginning of time and continue to do so today. Our college commits to uplifting the voices, experiences, and histories of the Indigenous people of this land and beyond. TCC stands in solidarity with Black Lives Matter and the Black community and we strive to become an anti-racist institution. We are examining racism, both implicit and explicit, as a system of domination, and we seek to identify and abolish it in our policies, procedures, and practices.

As the winner of the 2020 Association of Community College Trustees Equity Award for the entire Pacific Region, TCC is committed to recruiting faculty and staff who are reflective of the diverse community we serve. We are specifically focusing on improved support for traditionally underserved populations at TCC including Black, Indigenous, and people of color, Dreamers, justice-involved, immigrants and refugees, Veterans, people with disabilities, and the LGBTQ+ community. To this end, the college seeks applicants who will intentionally support and promote efforts related to equity, diversity, and inclusion, and who recognize and honor the important role that diversity brings to an educational community.

Since opening its doors in 1965, Tacoma Community College has provided a high-quality, affordable education to more than 500,000 people. Serving Tacoma, Gig Harbor, the Key Peninsula, online students and the women's prisons, TCC educates about 11,000 students annually. Many TCC students are the first in their families to attend college, 58 percent receive financial aid, 13 percent have children, 42 percent are students of color, and 48 percent work while attending school. TCC has multiple campuses: the main campus is in Tacoma, another is in Gig Harbor, and two additional sites are maintained at the Washington Corrections Centers for Women.

Position Summary

The Learning Technology Support Manager is responsible for ensuring the efficacy, technical reliability, and continuous improvement of TCC's Learning Technology Support operation. As the principal point of contact for Learning Technology Support, this position provides primary administration and support of eLearning software and services, including TCC's learning management system, Canvas LMS; manages Learning Technology Support operations, staff, and services; and providing training for a range of software tools and services to students, faculty, and staff. The Learning Technology Support Manager also serves as a technical consultant for faculty and staff on matters pertaining to eLearning software and services.

This position reports to the Dean of Library and Learning Innovation (LLI).

ESSENTIAL FUNCTIONS:

- Lead administration of TCC's learning management system (LMS)
- Manage Learning Technology Support staff, including full time, part time, work study and volunteer staff
- Provide full-cycle technical support and resolution to faculty, staff, and students on issues related to the LMS and institutionally-funded educational software and services
- Manage, maintain, and update the help desk ticketing system and knowledge base documentation
- Manage the creation, revision, documentation, implementation, and evaluation of standards, policies, processes, and projects related to the LMS and eLearning support
- Identify and collaborate on the reduction of equity gaps and barriers to inclusion in TCC's educational technology infrastructure and supporting processes, services, and policies
- Collaborate with Director of Learning Innovation and LLI Dean on Learning Technology & Innovation strategic planning.
- Oversee privacy and data integrity rules and processes in relation to institutionally adopted educational technology
- Collaborate with Access Services to implement and support accessibility improvements within the LMS and other integrated tools
- Ensure compliance with college, state, and federal policy, regulations, and laws regarding educational technology
- Principal point of contact for eLearning technology vendor support
- Work with faculty, staff, and instructional designers to evaluate and integrate technology into courses.
- Develop, plan, and present workshops and training for TCC supported tools in collaboration with other departments
- Develop and generate learning technology reports for strategic planning and reporting
- Support the Library & Learning Innovation Advisory Committee (LiLIAC)
- Other related duties and responsibilities as assigned

QUALIFICATIONS:

Duties of the position require the following knowledge, skills and abilities:

- Commitment to serving a racially and socioeconomically diverse student population
- Commitment to the TCC mission and values around equity, diversity, and inclusion
- Evidence of a professional commitment to promoting the best interests of students
- Expert knowledge of the administration of learning management systems
- Success in planning, organizing and documenting complex technical support operations
- Ability to analyze and solve problems at functional and strategic levels
- Effective organizational, prioritization, and project management skills
- Excellent spoken and written communication skills and an ability to communicate technically complex information to non-expert audiences
- Excellent customer service skills, including respectful interaction with others, ensure a welcoming, supportive, and inclusive technical support environment, and establishing, building, and maintaining internal and external customer satisfaction
- Ability to provide high-quality remote support using teleconferencing tools (e.g., Zoom, Microsoft Teams)
- Strong knowledge of current and emerging learning technologies
- Ability to use knowledge bases and search engines to find solutions to technical problems
- Intellectual curiosity and openness to ongoing learning

Required education and experience:

- Bachelor's degree or equivalent experience in computer science, instructional design, web development, instructional technology, education with emphasis on teaching and learning technology, or closely related field
- Two (2) years or more experience administering and deploying products in a Learning Management System (LMS) (e.g., Canvas LMS, Moodle, Blackboard)
- Supervisory or management experience
- Strong knowledge of Microsoft 365 products, apps and service
- Knowledge of accessibility standards including WCAG 2.1, ADA, Section 504 of the Rehabilitation Act of 1973

Preferred education and experience:

- Experience administering and managing Canvas LMS
- Experience using eLearning authoring tools (e.g., Panopto, CidiLabs Design Tools)
- Experience developing training materials and tutorials
- Experience developing and presenting workshops
- Experience managing an enterprise-level support ticketing system (e.g., TeamDynamix, Salesforce, Zendesk)
- Experience consulting with faculty to identify, evaluate, and integrate instructional technology into face-to-face, web-enhanced, hybrid, and fully online courses
- Proficiency with a variety of web-development technologies and tools (e.g., HTML5, CSS3, JavaScript, SQL, PHP, Python, Bootstrap)

Conditions of Employment

- Successful completion of a criminal history background check prior to employment.

APPLICATION PROCESS:

Complete application packages must **include the following:**

1. Tacoma Community College online application.
2. Resume & cover letter describing how your educational background and experience align with the responsibilities and qualifications.
3. Copies of transcripts for all colleges and universities attended.
4. Diversity Statement: Tacoma Community College is committed to creating and supporting an inclusive, equitable, multicultural environment that welcomes, fosters, and celebrates diversity. Please describe below or attach a statement (maximum two pages) reflecting on your positionality, your use and valuing of cultural capital in your work with students and colleagues, and how you will incorporate antiracism into your leadership.

Terms of Employment

This is a full-time exempt professional position contracted on an annual basis scheduled to work Monday-Friday, hours are determined by the department. The salary for this position is \$65,000-\$70,000 annually. The salary will be prorated to reflect the actual number of contract days worked in the remainder of the year. Flexibility is required to meet the needs of the department. Schedule may include early mornings, evenings, and weekend availability. Degrees must be from accredited colleges or universities recognized by the U.S. Department of Education and verified by National Student Clearinghouse. International degrees will be verified for U.S. equivalency.

Tacoma Community College values diversity and is an Equal Opportunity Employer and Educator. Tacoma Community College provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, age, disability, genetic information, sex, sexual orientation, marital status, creed, religion, or status as a veteran of war. Prohibited sex discrimination includes sexual harassment (unwelcome sexual conduct of various types). Provides reasonable accommodations for qualified students, employees, and applicants with disabilities in

accordance with the Americans with Disabilities Act and Federal Rehabilitation Act. The following persons have been designated to handle inquiries regarding non-discrimination policies: Stephen Smith, Title VII and Title IX, Building 14, 253-566-5055; Dr. Davi Kallman, Section 504 Officer, Building 7, 253-566-5157. This recruitment announcement does not reflect the entire job description and can be changed and/or modified without notice.

**Tacoma Community College
Human Resources**

6501 S 19th St Bldg. 14, Tacoma WA 98466

www.tacomacc.edu/about/employment



APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.tacomacc.edu/about/employment>

Position #23-06-AP #MON
LEARNING TECHNOLOGY SUPPORT MANAGER
MM

6501 S 19th Street
Tacoma, WA 98466

cjordan@tacomacc.edu

Learning Technology Support Manager Supplemental Questionnaire

- * 1. Which best describes your level of education?
 - ☐ High School graduate or equivalent
 - ☐ Some College
 - ☐ Associates degree from an accredited college or university
 - ☐ Bachelors degree from an accredited college or university
 - ☐ Masters degree or higher from an accredited college or university
- * 2. How many years of administering and deploying products in a Learning Management do you possess?
 - ☐ None
 - ☐ Less than 1 year
 - ☐ More than 1 year and less than 2 years
 - ☐ More than 2 years and less than 3 years
 - ☐ Over 3 years less than 4 years
- * 3. How many years of supervisory or management experience do you possess?
 - ☐ None
 - ☐ Less than 1 year
 - ☐ More than 1 year and less than 2 years
 - ☐ More than 2 years and less than 3 years
 - ☐ More than 3 years and less than 4 years
 - ☐ Over 4 years
- * 4. Which of the following best describes your level of proficiency with Microsoft 365 products?
 - ☐ None
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Advanced
- * 5. Please explain your knowledge of accessibility standards including WCAG 2.1, ADA, Section 504 of the Rehabilitation Act of 1973.

- * 6. Which of the following best describes your level of proficiency using eLearning authoring tools (e.g., Panopto, CidiLabs Design Tools) ?
 - ☐ None
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Advanced
- * 7. Please explain your experience developing and presenting: workshops, training materials, and tutorials.
- * 8. Please explain your experience consulting with faculty to identify, evaluate, and integrate instructional technology into face-to-face, web-enhanced, hybrid, and fully online courses.
- * 9. Which of the following best describes your level of proficiency with variety of web-development technologies and tools (e.g., HTML5, CSS3, JavaScript, SQL, PHP, Python, Bootstrap) ?
 - ☐ None
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Advanced
- * 10. Which of the following best describes your level of experience managing an enterprise-level support ticketing system (e.g., TeamDynamix, Salesforce, Zendesk)
 - ☐ None
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Advanced

* Required Question