

DIRECTOR OF ONLINE LEARNING

Lacombe Campus

Job Announcement

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled in Lacombe.

Applications will be accepted until position is filled, with preference being given to those received on or before August 5, 2021.

All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

To apply please submit: (1) a letter of application, (2) a resume and (3) official transcript to (for transcript to be considered official, it must be sent directly from the school/college/university to Human Resources) :

**Attention: Hiring Manager
Northshore Technical Community College
65556 Centerpoint Boulevard
Lacombe, LA 70445
Telephone number: 985-545-1215
Email: resumes@northshorecollege.edu**

Job Summary:

The Director of Online Learning leads the college-wide implementation of instructional technology and online teaching practices to meet the needs of a diverse population of learners. The Director serves as the program manager for all online programs and online course. In addition, the Director assists with developing online programs and online academic and student support services. The Director is responsible for promoting a culture of collaboration, accountability, respect, accessibility, excellence, and sustainability.

QUALIFICATIONS:

- Master's Degree in Education, Instructional Design, Educational Technology, or related field from an accredited institution
- Five (5) years in instructional design and/or training related experience
- Experience with Canvas Learning Management System

RESPONSIBILITIES:

- Collaborates with administrators, faculty, Information Technology, and Accessibility Services staff in the planning, development, and implementation of instructional technologies and innovative teaching practices.
- Assists faculty with meeting the minimum requirements for LMS usage in all courses.
- Assists with the onboarding of new faculty, ensuring that they know how to use the LMS effectively.

- Manages certification process for faculty to teach online.
- Coordinates quality control for online courses, including auditing existing online courses and reviewing new courses to ensure that content meets minimum quality standards and is accessible and usable per ADA requirements.
- Designs and delivers professional development for faculty and staff on a regular basis.
- Establishes baseline online course designs and maintains a catalog of online course templates and tools for faculty teaching online.
- Assists faculty (for-credit, non-credit, and adult basic education) with designing online, virtual, and hybrid courses that meet minimum quality standards and are accessible and usable per ADA requirements.
- Researches and recommends to administration instructional technologies.
- Serves as the College's E-Learning Coordinator and represents the College on statewide E-Learning Coordinator Committees.
- Under the direction of the Provost & Vice Chancellor of Academic Affairs, leads the development of 100% online programs.
- Ensures compliance with all NC-SARA regulations, including data reporting.
- Collaborates with the Registrar's Office to ensure proper course creation and student enrollment in LMS courses.
- Serves on various college committees.
- Other duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate some or all of the following competencies:

- Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Design – Generates creative solutions; translates concepts and information into images; demonstrates attention to detail.
- Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – Writes clearly and informatively; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Balances teams and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

- Visionary Leadership – Inspires respect and trust; mobilizes others to fulfill the vision.
- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Business Acumen – Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- Diversity – Demonstrates knowledge of NTCC’s guidelines; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values; benefits organization through outside activities.
- Strategic Thinking – Understands organization’s strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follow through on commitments.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Strives to increase productivity.
- Adaptability – Adapts to changes in the work environment; manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.
- Attendance/Punctuality – Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time. (if applicable)
 - Dependability – Follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased

responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Skills/Abilities/Knowledge:

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: analytical skills, applying assessment instruments, interpersonal skills, planning and managing projects, preparing and maintaining accurate records, quality customer service skills, using pertinent software applications, verbal and written communication skills, customer and student focus, supervisory and management skills, diplomacy skills, presentation skills, collaborative skills, and strong organizational and planning skills. In addition:

- Demonstrative leadership skills and abilities
- Commitment to quality and integrity
- Exceptional skills in communications and interpersonal relations
- Ability to forge successful relationships and partnerships
- Knowledge of and commitment to equal employment opportunity
- Ability and willingness to delegate effectively and to hold direct reports accountable
- Skilled decision-maker, with transparency in decision-making and management
- Entrepreneurial spirit and experience in fundraising and resource development
- Ability to deliver performance-based results

Have significant knowledge and understanding of higher education. KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions.

Specific knowledge required to satisfactorily perform the functions of the job includes: pertinent codes, policies, regulations and/or laws, working with diverse populations.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment.

Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods.

Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is limited to moderate.

Specific abilities required to satisfactorily perform the function of the job include: adapting to changing work priorities, working and communicating with culturally diverse groups (service area, parental, governmental agencies) – both written and orally, establishing effective relationships, maintaining confidentiality, meeting deadlines and schedules, setting priorities, working as part of a team, and ability to travel.

Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work-

related information and materials. Must establish and maintain effective working relationships. Excellent customer service skills.

Equipment Used: Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.)

Software Used: A variety of word-processing, spreadsheet, database, email, and presentation software. Employee must have basic to intermediate proficiency in the use of Microsoft Office Suite and Canvas Learning Management System.

PHYSICAL REQUIREMENTS:

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. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

Exhibit qualities of emotional maturity, genuineness, self-confidence, common sense, judgment, fairness, creativity, discretion, decisiveness, political savvy, diplomacy, tact, resiliency, adaptability, course of convictions and tolerance for ambiguity. Demonstrated behavioral expectations include:

- Unquestioned integrity and trustworthiness
- Commitment to the College's mission and strategic plan, as well as missions and strategic plans for each campus/site
- Ability to make good, consistent and fair decisions (based on fact and data)
- Ability to work with cross-functional teams and to foster teamwork.

WORKING CONDITIONS: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Northshore Technical Community College is an Equal Opportunity Employer

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.