Job Title: Instructional Support Specialist

Reports to: Department Chair (SBS)/Manager, Training (ITS)
FLSA Status: Exempt
Level: 118

Job Summary:
Responsible for the coordination, scheduling, managing, training and marketing of the iFile eStudio to faculty, administrators and staff. Provides program management assistance for the College’s Paralegal/Legal Assisting Program and instructs two paralegal classes per semester. The Instructional Support Specialist will devote an equal amount of time to the two main areas of responsibility (iFile eStudio and Paralegal/Legal Assisting Program).

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Provides general oversight of the iFile eStudio’s on Lakewood Ranch campus including managing, scheduling, training and marketing the iFile eStudio’s to College faculty, administrators and staff.

2. Maintains iFile eStudio equipment, assuring readiness for use and arranges repairs as necessary. Coordinates and instructs faculty in proper use of equipment. Reports equipment failures to Information Technology Services.

3. Under the guidance of the Instructional Design Specialist, assists faculty in the design or redesign and development of course goals, content and instructional strategies and activities for web enhanced and fully on-line courses.

4. Assists faculty in evaluating learning outcomes for ongoing revision and improvement of technology-enabled or enhanced instruction in accordance with the QM standards.

5. Assists with the development and design of on-line courses for leadership development.
programs for administrators and staff.

6. Provides program management assistance and coordination for the College’s Paralegal/Legal Assisting Program and provides academic advisement to enrolled and prospective students in the program.

7. Schedules meetings, recruits and confers with the Paralegal/Legal Assisting Program advisory board and monitors student recruitment, admission and retention activities.

8. Assists students in job placement

9. Assists in the development, implementation and evaluation of courses and programs and assists in developing short and long term program goals.

10. Maintains State required framework files and individual course objectives.

11. Assists in the development of the Paralegal/Legal Assisting Program class schedules.

12. Orients, trains and recommends to the Program Manager and Chair of the Department mentoring needs for regular and adjunct faculty.

13. Assists in the preparation of College catalog, brochures and other public relations materials.

14. Teaches and provides all instructor responsibilities for two paralegal classes, including development and preparation of curriculum, tutoring and grading.

15. Attends scheduled meetings with Department Chair and/or Division Chair as needed.

16. Assists the Paralegal Program Manager to act as SCF’s representative to secondary schools and professional organizations. Recommends to the Program Manager articulation with secondary schools and/or other colleges.

17. Assists in the development of program assessment activities to include plan development, creation/revision of survey instruments, collection, analysis, summarization and reporting of data.

18. Assists the Program Manager in the placement of program graduates and leavers.

19. Performs other Paralegal/Legal Assisting Program assistance duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• **Education/Experience:**
  Bachelors’ Degree from four-year college or university and four years of experience in lab instruction/oversight. Master’s degree or higher in the relevant discipline from an accredited college or university for the program manager and instructor responsibilities of position.

  Demonstrated knowledge of multimedia instructional technologies (especially the web), distance education, and instructional design and assessment methodologies. Demonstrated ability to design, create, and deliver instructional materials using appropriate development tools, and to train and lead faculty in these endeavors.

• **Supervisory Experience:**
  One or more years of experience as a “lead” employee, with responsibility for scheduling and assigning work, training new employees, and assisting others with problems, is required.

• **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional/scientific journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

• **Math Ability:**
  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

• **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

• **Computer Skills:**
  Intermediate knowledge of word processing, spreadsheets, databases, internet and e-mail. Additional knowledge of discipline specific software. Must be proficient in current College e-mail, data base and other College required software. Must remain current with technology changes.

• **Certificates and Licenses:**
  None required for position.

**Responsibility for People and Property:**
Responsible for routine maintenance of iFile (eStudio) equipment.

**Responsibility for Communication:**
• **Internal Contacts:**
  Routine contact with students and all levels of SCF faculty and staff.
• **External Contacts:**
  Routine contact with the legal community in Manatee and Sarasota Counties, vendors, prospective students, secondary schools and other colleges; occasional contact with professional organizations, general public, and professionals appropriate for discipline.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use manual dexterity and talk or hear. The employee is frequently required to stand; walk and reach with hands and arms. The employee is occasionally required to sit and climb or balance. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.
5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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