

## Job Template: eLearning Developer 1

<b>Occupational Group</b>	<b>Academic Programs/Services</b>
<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 1</b>
<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: A13000</b>

### **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*

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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.

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<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: A13000</b>

### **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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<b>Job Title</b>	<b>eLearning Developer 1</b>
<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: A13000</b>

### **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

<b>Occupational Group</b>	<b>Academic Programs/Services</b>
<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 2</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: A13001</b>

### **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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<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 2</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: A13001</b>

### **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.

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<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 2</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: A13001</b>

- 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.

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<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 2</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: A13001</b>

### **Job Template**

#### **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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<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: A13001</b>

- 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**

<b>Occupational Group</b>	<b>Academic Programs/Services</b>
<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 3</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: A13002</b>

## **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**

<b>Occupational Group</b>	<b>Academic Programs/Services</b>
<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 3</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: A13002</b>

→ *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.

## **Job Template: eLearning Developer 3**

<b>Occupational Group</b>	<b>Academic Programs/Services</b>
<b>Job Family</b>	Educational Programs/Services
<b>Job Path</b>	eLearning Development
<b>Job Title</b>	<b>eLearning Developer 3</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: A13002</b>

### **Job Template**

#### **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.

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<b>Job Title</b>	<b>eLearning Developer 3</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: A13002</b>

#### **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

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- Communicate effectively through both oral and written means