

California State University, Fresno Foundation

TECHNOLOGY SPECIALIST – BAY AREA ACADEMY JOB ANNOUNCEMENT #18-970

<p>POSITION SUMMARY:</p>	<p>Full-time, benefited position for the California State University, Fresno Foundation. The Bay Area Academy (BAA) is a program of the College of Health and Human Services, Department of Social Work Education at California State University, Fresno. The California State University, Fresno Foundation provides employment and fiscal oversight for the Bay Area Academy.</p> <p>The BAA provides classroom training, coaching and organizational support to child welfare staff and other IVE eligible agencies in 12 Bay Area counties. The Technology Specialist has primary responsibility to: 1) provide support for all instructional technology needs; including Canvas eLearning management and CyberTrain Student Information System, 2) oversight of design and configuration of the databases used for training tracking 3) development of reports used for monthly, quarterly and annual deliverables to counties, CalSWEC and the State; 4) the management, maintenance and development of Bay Area Academy’s website where learning resources such as: curriculum, learning activities, materials, tools to promote knowledge and content dissemination are hosted.</p> <p>The position will lead staff on the configuration of and troubleshooting of the current database used to track contract deliverables and reporting for contractual purposes. This position maintains accurate records in the organization’s database including maintenance of data for evaluation purposes. This position works closely with the Training staff and County Staff Development staff to ensure accurate record processing and tracking, including assistance with preparing data with Excel formulas.</p> <p>This position is the Webmaster for the Bay Area Academy’s website and is responsible for overseeing website content updates, including training information and resources, and coordinating with the web hosting vendor for website maintenance.</p> <p>In addition, this position will support the creation of Academy eLearnings, mobile Apps, and webinars by working with Subject Matter Experts and instructional designers to obtain the materials necessary, using SCORM compliant software, and load courses to the Academy’s Learning Management System.</p>
<p>ESSENTIAL JOB FUNCTIONS:</p>	<p>Under the supervision of the Training Operations Manager, the incumbent will be responsible for the following, typical duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Provides onsite technology support services for all staff employed by the agency. • Oversight, troubleshooting, and management of the training and learning technology needs including • Set-up of smart classroom and training delivery equipment (audio/visual). • Supports the use of tablets, the planning and delivery of webinars, and maintains Cloud based tools such as Google docs, Slack, Zapier, Qualtrics, Asana, etc. • Reviews and analyzes work processes and procedures to assure the most effective, efficient and economical utilization of automated systems. • Lead project manager of all information systems utilized. Providing day-to day-systems oversight and support as well as providing projected enhancements and their impacts. • Work with other academy peers and state staff on joint projects or systems support. • Prepares reports for internal staff, county and state constituents and other correspondence. • Maintains records such as software licensing controls to insure compliance. • Provide data integrity oversight by reviewing and updating data inputs and providing regular reviews and audits. • Website management including the updating of content from internal and external data sources and coordinating required maintenance with hosting vendor. • Maintain instructional technology equipment inventory and maintenance schedules. Including the coordination of table utilization and other instructional supports. • Provide technical support for webinars, eLearning and maintenance of Cloud based platforms.

	<ul style="list-style-type: none"> Facilitate and manage the coordination of work between Instructional Designers and subject matter experts for the design, development, conversion and implementation of eLearning modules. Develops and maintains application user manuals; documents work processes and develops operational standards and procedures; end-user application support. Troubleshoots software/hardware related problems for users. Reports, tracks and coordinates software issues with appropriate vendor if applicable. Attend internal and external meetings and provide meeting feedback as required. Manage IT support vendor. Other duties as assigned.
POSITION REQUIREMENTS:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.</i></p> <ul style="list-style-type: none"> Bachelor's degree (B.S.) or higher from an accredited college or university with a degree in, Information Systems, Library Science, Instructional Technology, Computer Science, or a closely related field. Two (2) to four (4) years related experience and/or training Valid driver's license, reliable vehicle and insurance as driving is a requirement High level of expertise in project management. Expertise in Instructional Design, Learning Management Systems and eLearning software such as Articulate Storyline, Lectora, Adobe Captivate. Background, knowledge and experience in information and learning technology including hardware, software and instructional technology. Knowledge and experience working with database systems preferably in training tracking. Experience supporting website content updates and managing regular updates. Fluency in using standard office software packages for report preparation, presentation designs, and other work products as needed, including Microsoft Word and Excel. Demonstrate a high level of cross-cultural sensitivity. Ability to travel throughout California.
COMPENSATION:	\$5,833.33 - \$6,166.66/month, DOE. Salary will be commensurate and competitive with experience and qualifications. Benefits include health, dental, vision, life and 401(k), vacation, sick, and holiday pay.
DEADLINE:	Application review begins October 17, 2018; open until filled.
TO APPLY:	<p>Please visit the Auxiliary Human Resources page at www.auxiliary.com for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:</p> <p>California State University, Fresno Auxiliary Human Resources 2771 E. Shaw Ave. (there is no suite number) Fresno, CA 93710 Fax: (559) 278-0988</p> <p>E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.edu</p>

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/admserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.

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