BERKSHIRE
COMMUNITY COLLEGE

Date:	December 21, 2017
Title of Position:	Coordinator of Academic Computing MCCC Unit Position, Gr. 6
Salary:	Estimated range $62,215 - $67,250 (per MCCC contract) with benefits
Effective:	February 2018

Position Summary: The Coordinator of Academic Computing is responsible for developing academic technology support programming for the college and coordinating all functions of the student computer lab. Under the general supervision of and in collaboration with the Director of the Center for Teaching and Learning, the Coordinator of Academic Computing will provide direct academic technology support to students in the form of drop-in questions, workshops, help with assistive technologies, creating documentation, and other outreach programs. The coordinator will supervise part-time and student computer lab employees and will work to promote academic technology education and adoption throughout the college community.

Essential Functions:
- Oversee all functions of the student computer lab, including scheduling, staffing, development and enforcement of policies, maintenance of the physical lab space, record-keeping, communication, and collaboration with college stakeholders.
- Supervise, coordinate schedules, and provide training for part-time lab assistants and work study students.
- Provide technical support to students with administrative computing platforms including the Microsoft Office Suite; Office 365; the Google Apps Suite; Windows and Mac operating systems; assistive technologies such as Kurzweil 3000 + Firefly and Dragon Naturally Speaking; and other tools needed to support coursework.
- Assist student users, both in-person and online, with BCC academic technology platforms such as the MyBCC student portal, student email, WebAdvisor, EAB Navigate, and the Moodle Learning Management System.
- Provide basic support and training for mobile (iOS and Android) academic technology.
- Create digital and paper documentation for student-facing technology tools at BCC, including the MyBCC portal, student email (web-based and mobile), Moodle, WebAdvisor, EAB Navigate, and other platforms as needed.
- Design and teach technology training workshops for students, faculty and staff.
- Participate in the planning and implementation of long range academic technology initiatives.
- Perform administrative tasks associated with department activities; i.e. tracking computer lab usage, conducting research on utilization and implementation of educational technology.
- In collaboration with the Director of the Center for Teaching and Learning and the Coordinator of Disability Services, provide support to faculty and staff with regards to accessibility issues in digital environments (closed captioning of videos, audio transcriptions, document accessibility, etc.).
- Participate in student events, including orientation, to educate students about academic technology at BCC.
- Serve on the college-wide Academic Technology Advisory Committee and other committees and task forces as needed.

Qualifications:

- Bachelor's degree in Education, Computer Science, Management Information, Instructional Technology, or closely related field; with five (5) years' experience and/or training that includes computer systems administration, academic computing program coordination, and computer-aided instruction software operations.
- Demonstrated ability to teach technical skills to people of diverse backgrounds, skill levels, and comfort with technology.
- Strong interpersonal skills including excellent oral and written communication skills and customer service orientation.
- Demonstrated track record as a team player.
- Successful experience interacting with culturally diverse populations.
- Excellent organizational skills.
- Ability to multitask and manage project prioritization.
- Availability to work occasional weekends or early evening hours.
- Willingness to learn new technologies and share this information with others.

Preferred Qualifications:

- Master's degree in Education, Computer Science, Management Information, Instructional Technology, or closely related field.
- Demonstrated ability to create user-friendly technical documentation in a variety of formats.
- Previous supervisory experience.
- Experience in higher education; work with community college students a plus.
- Basic knowledge of graphic design applications such as the Adobe Creative Suite.
- Teaching experience.

An equivalent combination of education, training, and experience will be considered for applicants who do not meet the qualifications as stated above. Such applicants are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position.

Additional information:

Source of Funding: State Funded
Area of Assignment: Academic Affairs
Supervisor: Director of the Center for Teaching & Learning

MCCC ☒   AFSCME ☐   DCE ☐   Non-Unit ☐   Full-time ☒   Part-Time ☐
Tenure-Track

Application Procedures: For consideration, submit cover letter, resume, and names and telephone numbers of three current professional reference to Heidi Bailey, Berkshire Community College, 1350 West Street, Pittsfield, MA 01201. hbailey@berkshirecc.edu

Application closing date: January 26, 2018. BCC is committed to providing an inclusive learning and working environment that values the diverse backgrounds of all people and encourages applications from individuals whose experiences and perspectives model the opportunities and success derived from a college education.