



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

COORDINATOR OF CLASSROOM TECHNOLOGY

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Coordinator of Classroom Technology	I90311	65	70

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

To provide technical leadership in the planning, development, maintenance, implementation and evaluation of classroom technology to be used for instructional functions.

Nature of Work

The Coordinator of Classroom Technology assists in the planning, development, maintenance and implementation of classroom technology in accordance with established standards. The Coordinator of Classroom Technology works in a constantly changing and demanding classroom technology environment requiring a high degree of customer service support, strong technical skills to assess problems with equipment, strong software skills for classroom technology support purposes, and organizational skills for effective marketing of classroom technology. Good time management, organizational, and technical skills are needed to ensure that the classrooms are operational, documented, and accessible. The Coordinator is also responsible for recommending new procedures for classroom technology and functionality, developing programs for training state employees ensuring timely implementation of technology tools and resources, and facilitating developmental opportunities for end users.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Serves as system administrator to the enterprise learning management system.
- Provides technical assistance to students, faculty, and staff on the Blackboard system.
- Develops new training materials using instructional design theory and assists in modifying, enhancing, and updating the content of existing training materials.
- Designs and develops instruction on multiple platforms; conducts face-to-face and remote training sessions, and facilitates small group sessions.
- Designs and deploys computer-based training; designs, develops, evaluates, and revises online courses and presentations; develops and delivers online and instructor-led training materials, job aids, and other developmental materials.
- Evaluates effectiveness of training programs and makes adjustments to content and methods as needed, and develops training and systems standard operating procedures.
- Creates and maintains web sites or databases that support online, blended and instructor led learning programs.

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- Prepares training bulletins, circulars, and/or announcements to make state employees aware of upcoming training.
- Develops and maintains a consultative relationship with key stakeholders and subject matter experts to organize complex information to produce clear, effective, and engaging instructional materials that meet the goals and objectives of the State Personnel Office.
- Researches and recommends vendors to address specific training development needs.
- Regularly communicates with the SPO Statewide Training Director to determine learning and material requirements; develops deliverables, discusses project status, and creates work plans.
- Provides updates and reports to the SPO Training Director and team leads.

Recommended Education and Experience for Full Performance*

Bachelors of Science Degree in Computer Science or related field and five (5) years' experience in a classroom technology environment or information technology environment. Previous customer service, classroom technology, instructional design or technical support experience preferred.

Minimum Qualifications

Bachelors of Science Degree in Computer Science or related field and three (3) years' experience in a classroom technology environment or information technology environment, preferably in higher education. Previous customer service, classroom technology, instructional design or technical support experience preferred. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling seven (7) years may substitute for the required education and experience.

Knowledge and Skills

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Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

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Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Coordination — Adjusting actions in relation to others' actions.

Instructing — Teaching others how to do something.

Statutory Requirements:

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 06/24/2013

Revised: 7/28/2017(updated for all agency use)

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.