

# BRUNSWICK COMMUNITY COLLEGE

## Job Description

**Job Title: Distance Learning Facilitator**  
**Reports to: Chief Information Officer**

**FLSA: Non-Exempt**  
**Date: October 2017**

The incumbent in this position is expected to support the College in achieving its mission and goals. Student focus, college services, and a willingness to assist as needed are expected from all employees.

### GENERAL FUNCTION:

Under general direction, provides support to all areas of Distance Learning. This position has a standard weekly schedule. However, hours may vary during registration periods, first weeks of class, during evening interactive video classes when offered, vacation coverage, and other times as deemed necessary. This position includes possible travel between BCC sites within Brunswick County.

### ESSENIAL DUTIES:

- Serves as the point of contact for walk-ins
- Provides applicable tech support to all BCC students logins, Moodle, Gmail, WebAdvisor/Self-Service, DolphinAlert, Office Products, and other basic educational software used within the educational context
- Support may be provided in various ways including telephone, email, walk-in and Bomgar as well as in the classroom setting
- Assist with password/login issues for AD/student email, wireless, WebAdvisor/Self-Service, and Moodle, etc.
- Operate and trouble shoot interactive video equipment as necessary at an BCC location
- Become proficient with software used in the DL office (Moodle, video editing, Camtasia, screen readers, Adobe Create Suite, Kaltura, Respondus 4.0 and LockDown Browser, etc.)
- Develop technical tip sheets/tutorials for employees and students
- Assists with registration
- Verify courses titles/instructors/student registrations in Moodle and assist with other administrative Moodle functions as requested
- Assists with DL projects as requested
- Assists with faculty support (primarily for Moodle and Respondus) and staff as requested
- Assists with ADA, Quality Matters, and other upcoming initiatives (software support, reviews, captioning, etc.)
- Provides applicable training in both one-on-one and group settings
- Performs other job-related tasks as necessary to ensure institutional and departmental goals and needs are met
- Confidentiality is extremely imperative. Brunswick Community College follows FERPA guidelines.
- Other duties as assigned

### MINIMUM REQUIREMENTS:

- Associate degree in computer related field preferred
- 2 years' experience supporting computer systems
- Excellent interpersonal, oral and written communication skills

### OTHER RELEVANT KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge and support of College policies and procedures
- Must have the ability and vocabulary required to communicate with all levels of staff, faculty, subordinates, students, and the public in the performance of the job.
- Maintain a customer focus in providing technology services to the College's community

**Salary range is determined by the candidate's education and experience. The position will remain open until filled and subject to budget availability. A completed and signed Brunswick Community College application, a letter stating your qualifications related to the position requirements, skills and abilities, transcripts, and resume are required. Applications may be found online at [www.brunswickcc.edu](http://www.brunswickcc.edu). Applicants should send all documents and inquiries to: Human Resources, Brunswick Community College, PO Box 30, Supply, NC, 28462. [humanresource@brunswickcc.edu](mailto:humanresource@brunswickcc.edu) Fax (910) 754-8229 Telephone: (910) 755-7300**

**BCC is an Equal Opportunity Employer**