

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2022**

ENGINEER II - MULTIMEDIA

FLSA STATUS: NON-EXEMPT - PAY GRADE: 21 – P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Engineer II – Multimedia supports users (faculty and staff) of the Learning Management System LMS (Canvas) and other academic technology used at FSCJ. Assists the LMS Administrator in managing, researching, and piloting the integration of enterprise educational tools with the LMS to ensure consistent student access to course materials, tutoring and testing services, video repositories, and external learning platforms. Creates knowledge base articles, authors blog posts, produces video tutorials on new features or updates that are shared Collegewide and posted on departmental websites.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Responds to technical, instructional, and procedural emails from faculty and staff to efficiently answer questions and resolve problems.

Analyzes, troubleshoots, and resolves tickets in the technical service desk portal to support faculty, staff, and students.

Researches new features and IT system updates to effectively produce written and video-based instructional material for communications.

Develops, tests, and delivers faculty training centered on the Learning Management System, other academic technology, and evolving features, to ensure the maximum faculty utilization of software.

Troubleshoots and monitors the College learning management systems (Canvas) to ensure consistent student and faculty access to online courses and normal system functionality.

Serves as a technical expert for college stakeholders interested in adopting enterprise software to integrate with the learning management system to ensure compliance with LMS standards and added value to the institution.

SUPERVISION RECEIVED

Supervision is typically received from a senior Engineer.

SUPERVISION EXERCISED

Employee may act in a lead capacity.

MINIMUM QUALIFICATIONS

An Associate's degree in a related field from an accredited college or university and two (2) years of related experience in Learning Management System environments (Canvas); technical and conversational writing; HTML and CSS web languages; integrating, review, and editing LTI tools; Adobe Creative Suite. Knowledge of best practices in online teaching and learning; state of trends and products in educational technology; accessibility and accommodations for e-Learning; and producing or in-person training processes.

PREFERRED QUALIFICATIONS

A Bachelor's degree from an accredited institution with three (3) years of related experience and thorough knowledge of multimedia development.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

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Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 7/09

Revised: 3/2/22