

TRAINING AND INSTRUCTION MANAGER I, #00329
(Working Title: Manager, Technology Training and Support)

J. Sargeant Reynolds offers a variety of programs and services to the residents of the City of Richmond and surrounding areas. Our three major campuses serve over 19,000 credit students, and provide training for an additional 15,000 students through the Community College Workforce Alliance. Over the years we have educated more than 275,000 people in the Richmond area. Additional information is available at the College's Website: <http://www.reynolds.edu>.

The College is seeking applicants for the position of Training and Instruction Manager I, Pay Band 5. This position will be assigned to Department of Technology, Parham Road Campus, 1651 E. Parham Road, Richmond, VA 23228.

TYPE OF

APPOINTMENT: Full-time classified position with state benefits.

DUTIES:

The Manager of Technology Training and Support develops and implements regular training for all college employees in the effective and efficient use of current and new technologies. The manager coordinates the Technology Help Desk services and supervises the Help Desk staff, which is responsible for first-level technical support of all faculty, staff and students in the use of the college's information systems and office & instructional software and hardware. The manager supervises the provision of production support services for internal web sites, video and web conferencing and multimedia systems. The manager works closely with other Department of Technology managers and with other departments throughout the college to provide analysis, training and support to administrative units in the use of new technologies to enhance their efficiency and effectiveness.

**QUALIFICATIONS
REQUIRED:**

Considerable knowledge of adult learning methods, information and instructional technologies, and assessing and evaluating learners' instructional needs. Working knowledge of computer technologies, terminology, and functionality across all platforms. Working knowledge of web authoring tools, such as FrontPage, Expressions or Dreamweaver. General knowledge of current and developing technology trends in higher education. Demonstrated ability to deliver expert training in both small and large group sessions and to coordinate instructional activities among various groups, individuals, and settings. Demonstrated ability to provide technical assistance and support services to diverse users. Demonstrated skill in project management, including analysis, conception, design, planning, and implementation and skill in managing multiple tasks and projects. Demonstrated ability to supervise and direct the work of others. Demonstrated ability to work independently and to learn new software and hardware technologies quickly. Demonstrated ability to communicate effectively, orally and in writing, with audiences with diverse levels of technical knowledge. Ability to work effectively as part of a diverse team in a fast-paced, frequently changing environment. Demonstrated competency in use of Microsoft Office Suite. The selected candidate must be able to pass the college's pre-employment security screening.

**QUALIFICATIONS
PREFERRED:**

Bachelor's degree in instructional technology/instructional design/educational technology or related discipline. Current experience in an academic or training environment developing instructional projects, and in using advanced instructional technologies. Experience in training/mentoring/assisting users in information technologies. Experience in developing, collecting, analyzing assessment data for quality assurance in delivery of instruction and services. An equivalent combination of training and experience indicating possession of the preceding knowledge, skills and abilities may substitute for this education and experience. Knowledge of Blackboard or other learning management systems, the COVA Knowledge Center, Help Desk ticketing systems and SharePoint is preferred.

PAY BAND RANGE: \$40,959 - \$84,062

**STARTING
SALARY:** Approximate starting salary, \$40,959 - \$50,284, based on related full-time experience and pre-employment salary.

**APPLICATION
DEADLINE:**

Applications will be accepted until the position is filled.

**APPLICATION
PROCESS:**

To apply for this or any other JSRCC vacant position, please visit the Virginia Jobs website <http://jobs.virginia.gov/>.