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# Southeastern Community College

# EMPLOYMENT OPPORTUNITY

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## e-Learning Technician

Founded in 1964, Southeastern Community College (SCC) is a public, two-year comprehensive community college. With its "open-door" policy, SCC strives to meet the needs of students with varying backgrounds, resources, interests, abilities, and career goals. More than 30 occupational and liberal arts curriculum programs are offered by the college, which serves an annual full-time equivalent enrollment of approximately 2,000 students in curriculum and continuing education programs. SCC emphasizes quality in designing and delivering instructional, support, and community services. The college commits itself to providing students with opportunities to reach their potential.

SCC is undergoing major changes as it prepares for the future. It has adopted a new vision: To be recognized as the premier rural community college in North Carolina; and a new mission statement: To continuously promote educational attainment, economic development, and cultural enrichment in Columbus County and surrounding areas. To achieve its mission and move towards its vision, SCC is focused on its performance in student success, workforce development, enrollment, employee performance, facilities, resource acquisition & use and community services.

The SCC college campus is located on Hwy. 74-76 between Whiteville and Chadbourne in southeastern North Carolina. SCC is an hour's drive from historic Wilmington and South Carolina's Grand Strand beaches. Serving Columbus County and surrounding areas, the college enjoys exceptional local financial and moral support from a community which expresses great pride in the institution.

### **Purpose and Function of the Position**

The eLearning Technician is responsible for providing support for the operation and maintenance of Southeastern Community College's Learning Management System, Moodle. The technician will provide ongoing support to faculty and students in the day-to-day operations of the open computer labs. Working cooperatively across the College, the eLearning Technician performs the following functions:

#### Learning Management System (Moodle)

1. Create and manage user accounts in the Moodle learning management system.
2. Create and manage courses in the Moodle learning management system.
3. Understand the general concepts of files, folders, upload, download, zip and unzip.
4. Navigate through the Moodle site, upload files, import, and export files.
5. Create and restore course backups and archives.
6. Perform quality assurance checks on activities, resources, or other aspects of a Moodle course.
7. Assist instructors in creating, copying, maintaining, or making enhancements to their Moodle course(s).
8. Convert and/or copy content from other formats into Moodle.
9. Create, load, and/or copy test banks/pools from other formats into Moodle.
10. Create, load, and/or copy resources and activities.
11. Conduct training and professional development sessions for faculty.
12. Stay abreast of current trends and developments in the field of distance learning to include researching regulations, procedures and/or technical reference materials as necessary.

#### Proctoring and testing center

1. Administer exams for third party partners Pearson-Vue, Certiport, UNC Online, other out-of-network partners and Southeastern Community College.
2. Stay current with testing certifications and updates.

3. Maintain proctoring center hours of operation, collect fees as needed and submit to the business office and maintain adequate supplies for the testing center.
4. Handle issues in a professional manner and report them to supervisor in a timely manner
5. Maintain testing center's computers updates and report problems to the Information Technology Department as needed.

#### Open Labs

1. Enforce the college's ID policy by ensuring students check in/out of the open computer labs properly and monitor computer usage to ensure students are following lab rules.
2. Assist students with basic word processing and the use of flash drives, logging into Moodle and e-mail and providing instruction in the proper use of accounts.
3. Maintain paper in the printer(s), clean the equipment (monitors, computers, desks, etc) and report problems to the Information Technology Department as needed.

#### Work Study Students

1. Submit work study student request to Financial Aid. Interview, select, provide supervision and manage work schedules of work study students assigned to the department to ensure coverage in the open labs. Collect and submit work study student's timesheets.
2. Observe work study student's performance and offer coaching to ensure good customer service to open lab patrons.

Other duties as assigned by supervisor.

#### **Minimum Requirements for the Position**

An associate degree in computer science or related field from a regionally accredited institution is required.

Experience working with a learning management systems.

Experience in effectively managing multiple tasks and responsibilities.

Detail orientated, good written and oral communication skills.

An ability to follow directions and work well with others.

#### **Preferred Requirements for the Position**

Moodle Administration experience preferred.

Excellent references from previous employers must be furnished upon request. Position is targeted to be filled no later than October 1, 2017.

**A completed Southeastern Community College application (located on the SCC website), a resume, letter of interest addressing the requirements and educational transcripts (unofficial copies of transcripts will be sufficient for the screening process, but official copies must be submitted prior to employment) must be submitted to the college Human Resources Office in order for applicants to be considered for this position. Deadline for applications is September 8, 2017.**

Applicants should send all documents and inquiries to the Human Resources Office, Southeastern Community College, P.O. Box 151, Whiteville, NC 28472. Telephone (910) 642-7141, extension 310. [www.sccnc.edu](http://www.sccnc.edu).

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