



Associate Director, WVROCKS Morgantown, WV

The West Virginia Network for Educational Telecomputing (WVNET) is a dynamic service organization providing telecommunications and computing services within West Virginia. Currently focused on state colleges and universities and administered by these entities, WVNET is transitioning to expand its impact by offering services to state government, K-12, public libraries and county government.

Post Date: July 2, 2019 *(Position vacancy open until filled.)*

Position Title: **Associate Director, WVROCKS** – located at 837 Chestnut Ridge Road, Morgantown, WV

Classification: Non-Classified, FLSA Exempt

Job Summary

Duties will include but are not limited to assisting in the management of West Virginia's Remote Online Collaborative Knowledge System (WVROCKS). The incumbent in this position will report directly to WVNET's Deputy Director. WVROCKS is an initiative under the oversight of the West Virginia Higher Education Policy and is supported entirely by WVNET.

Duties and Responsibilities

Assist the statewide Director of e-Learning to:

- Continue to maintain a systematic, inclusive process for instructional design and course development based on the Quality Matters Rubric for delivery on an e-learning portal.
- Create and implement strategic planning for administering an e-learning portal.
- Write and implement student and faculty policies for e-learning courses offered on a statewide portal as needed.
- Build a faculty development program for faculty teaching online courses on the statewide e-learning portal.
- Implement project management practices regarding course development and instructional design.
- Communicate regularly with faculty on progress toward defined objectives and operational direction, providing specific feedback.
- Serve as liaison between and maintain interface with faculty, technological, and pedagogical support units at participating institutions of higher education.
- Represent WVNET/WVROCKS at conferences and professional meetings.
- Develop and present workshops for the statewide e-learning portal's faculty.

- Train Help Desk and other support personnel for the statewide e-learning portal.
- Liase with Regent Bachelor of Arts Coordinators and Board of Governors Coordinators at WVROCKS participating institutions.
- Develop instruments for assessment, student evaluations, and retention.
- Facilitate branding for WVROCKS and the e-learning portal.

The incumbent will be directly responsible for GUI administration of the e-learning portal, troubleshooting problems, proposing solutions, monitoring problem tickets internally through Oz and externally with Blackboard while communicating regularly with WVNET's technical staff to ensure smooth operation of the portal.

Education/Certifications: Because the Associate Director of WVROCKS will be managing and facilitating faculty with terminal degrees, a Ph.D. or ABD with admittance to candidacy and pending defense in a related field is a requirement. Academic Content Specialization with teaching online and experience administering online programs in Higher Education is preferred. LMS GUI Administration or related experience as well as Quality Matters Rubric Certification is required as well.

Required Skills:

- Online Teaching Experience in Higher Education
- Instructional Design Experience
- Sales/Customer Service Experience
- Student Support Services Experience
- Higher Education Administration
- Management
- Troubleshooting Technical Problems
- Blackboard Learn System Administration (GUI)

Experience: Ten (10) + years teaching online in Higher Education and Ten (10) + years in any of the following:

- Leadership in Higher Education
- Designing and Implementing Training Courses for Faculty/Staff Development
- Mentoring Faculty in Higher Education in Online Course Design and Delivery
- GUI Administration of an LMS

Knowledge, Skills, And Abilities (KSA's):

Excellent communication and customer service skills as well as knowledge of support software including but not limited to: SoftChalk, Camtasia, Snag It, Adobe Suite, Blackboard Learn and other LMS applications, Microsoft Office Products, and Problem Ticketing Procedures.

Freedom of Action:

This section measures the degree to which the position is structured as is determined by the types of control placed on work assignments. Controls are exercised in the way assignments are made, how instructions are given to the employee, how work assignments are checked, and how priorities, deadlines and objectives are

set. Controls are exercised through established precedents, policies, procedures, laws and regulations which tend to limit the employee's freedom of action.

Salary:

Salary range \$60,000 - \$70,000 and is commensurate with experience. Additionally, WVNET offers an excellent benefits package which includes comprehensive health, retirement, and insurance plans as well as generous amounts of vacation, sick, and holiday leave.

APPLICATION PROCESS: Submit a **cover letter and resume via e-mail** to WVNET Human Resources at careers@mail.wvnet.edu with **Director** in the subject line.

Equal Opportunity/Affirmative Action Employer/Veterans/Disabled

The West Virginia Network for Educational Telecomputing (WVNET) is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or protected veteran status and will not be discriminated against on the basis of disability. WVNET provides a collegial, respectful and inclusive environment that values the diversity, creativity and contributions of its staff.