

Civil Division: BOCES  
Jurisdiction Class: Competitive  
Adopted: 09/12/04

## **COORDINATOR OF DISTANCE LEARNING**

**DISTINGUISHING FEATURES OF THE CLASS:** This technical position exists in a BOCES and involves responsibility for operation and administration of a distance learning network to participating member schools. The network is a full-motion video and audio system using fiber optic cable and telecommunications equipment that connects specially designed classrooms in the participating schools. The technology enables a teacher and students in a distant learning classroom in one school to see, hear and talk to students in classrooms in other schools on the network. The teacher and students remain in visual and verbal communication at all times during the class. The work involves analyzing hardware and software network problems, researching new products, and coordinating workshops. The employee reports directly to and works under the general supervision of a higher-level staff member. General supervision is exercised over subordinate personnel. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Organizes and conducts in-service training on the use of distance learning room equipment;

Develops and updates user manuals and training material to help users to make more effective use of distance learning technology;

Assists teachers with ideas and plans for integrating distance learning technology with curriculum;

Works with district facilitators and technicians on the use of equipment;

Provides awareness training in distance learning technology trends;

Serves as liaison between participating schools, partners, and technology/service providers;

Communicates with users by visitations, any procedures or information necessary for efficient use of distance learning techniques;

Assists in the development of the standard service description;

Coordinates the master schedule of classes with the schools and partners;

Coordinates efforts between school districts, partners, and BOCES Distance learning service to correct problem areas and improve the service;

Coordinates or assists with submitting grants to supplement the acquisition of technology used for distance learning;

Develops opportunities to expand use of the system after normal hours (i.e. evenings and early mornings);

Conducts customer satisfaction surveys and follow-up actions;

Conducts visitations to market distance learning opportunities;

Organizes and conducts awareness sessions to make the community aware of the capabilities and benefits of distance learning.

Produces written articles for newsletters, flyers, and other publications;

Investigates opportunities for statewide expansion and beyond;

Develops and monitors necessary internal procedures and activities to assure prompt attention to user problems or concerns;

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**TYPICAL WORK ACTIVITIES Continued:**

Coordinates scheduling of ad hoc programs on the system;  
Maintains up-to-date specifications for supplies;  
Contributes ideas for technology bids;  
Assists in the planning, development, and implementation of new opportunities for distance learning;  
Assists in carrying out activities to accomplish the mission, goals and objectives of distance learning project.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of distance learning systems and related product technology using fiber optics; good knowledge of distance learning system network administration; working knowledge of fiber optic cable transmission principles and techniques; ability to detect and resolve distance learning system breakdown and problems; ability to write proposals and cost estimates; ability to deduce problems logically; ability to establish and maintain effective working relationships; ability to train others in distance learning system operations.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree **AND** one (1) year of experience in configuring and management of distance learning, or computer network systems involving use of fiber optic cable, or development, promotion or training of others in the area of distance learning; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree **AND** three (3) years of experience as stated in (A) above; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as stated in (A) above.

**NOTE:** Verifiable part-time and or volunteer experience will be pro-rated toward meeting full-time experience requirements.