

**DYERSBURG STATE COMMUNITY COLLEGE
POSITION ANNOUNCEMENT**

Distance Education Support Specialist

DSCC is currently accepting applicants for a full time (12 month) Distance Education Support Specialist reporting to the Director of Distance Education & Instructional Development.

GENERAL DESCRIPTION:

This position is responsible for working and managing the DSCC Help Desk as well as providing testing services for DSCC. Testing services include but are not limited to the proctoring of DSCC and Regents Online Degree Program (RODP) tests, Manufacturing Standards Skills (MSSC) testing, and Pearson Vue testing.

DUTIES AND RESPONSIBILITIES:

- Works with faculty to obtain proctoring instructions and passwords a minimum of 72 hours in advance of an upcoming test.
- Responsible for uploading instructor passwords and instructions to the proctoring system so that each DSCC proctoring site will have access to up-to-date information and serves as a proctor for student testing.
- Responsible for recruiting, training, and supervision of Help Desk employees.
- Develops and maintains a training program for the Help Desk staff, ensures that the technical support needs for instruction are met, and makes needed adaptations based on the changing technical needs of DSCC's faculty and students.
- Responsible for assisting adjunct faculty and students with password resets.
- Sets a schedule for all appointments for the Dyersburg testing facility and supports the other testing centers with the use of the DSCC Proctoring system.
- Maintains the DSCC Academic Testing Center, DSCC Proctoring System, DSCC Help Desk and DSCC Tutorials webpages and is responsible for keeping the content of the webpages up-to-date and relevant.
- Manages the DSCC eLearn Twitter account posting system outage notifications and disseminating other important dates and information for the Distance Education department.
- Manages and supports students Grade Results tutoring accounts.
- Administers Pearson Vue, MSSC, and DSCC proctoring tests for the college.
- Serves as the primary MSSC and Pearson Vue examiner.
- Responsible for attending annual re-certification and training events for the administration of Pearson Vue, and MSSC testing.
- Answers student technical questions regarding DSCC's systems and needs.
- Provides requested Help Desk and testing information needed to complete mid-year and end-of-the-year reports to the Director of Distance Education and Instructional Development.
- Effectively communicates with students, faculty and staff to help resolve technical issues.
- Installs approved institutional software as required in accordance with institutional guidelines and standards.

- Effectively answers faculty/staff and student questions regarding computer software and hardware.
- Responsible for running Argos reports and updating the faculty profile website.
- Effectively uses manufacturer's technical support and web-based support to troubleshoot user problems.
- Effectively communicates severe technical problems to Computer Services and IT staff so that repairs can be performed in a timely manner.
- Responsible for coordinating DSCC Help Desk after-hour operations with the RODP Help Desk.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Ability to work independently to solve problems and handle a variety of assignments, simultaneously in an organized, systematic manner.
- Excellent oral and written communication skills.

MINIMUM REQUIREMENTS OF EDUCATION AND EXPERIENCE:

- Must have an Associate Degree from a regionally accredited institution within 6 months of employment.
- Six (6) months of experience in administering standardized tests.
- Six (6) months of experience in supporting technical.
- Experience using Microsoft Office suite applications.

PREFERRED QUALIFICATIONS

- Experience in Ellucian's Banner System.

Salary is commensurate with college pay scale. Review of applicants begins immediately and continues until position is filled. To apply for this position, send an official DSCC application, resume, cover letter, three current professional letters of recommendation, and **official transcripts** (sent directly to DSCC from the institution) to:

Dyersburg State Community College
 Human Resources Department
 1510 Lake Road
 Dyersburg, TN 38024

Dyersburg State Community College (DSCC) does not discriminate on the basis of race, color, religion, ethnic or national origin, sex, disability, age, status as a covered veteran, or genetic information in its programs and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Sheila Gillahan - Director of Human Resources - 1510 Lake Road - Dyersburg, TN 38024, (731) 286-3316 - equity@dsc.edu or via this webpage: <http://www.dsc.edu>.