



**Position Title:** Course Delivery Manager  
**Reports To:** Academic Director  
**Department:** Virtual College  
**Prepared By/Date:** Jennifer C. Brito/01-06-2010  
**Approved By/Date:** Ruth Ann Balla/01-06-2010  
**Revised:**

**Job Code:** 0128  
**Job Group:** PEC  
**Salary Grade:** 16  
**FLSA Status:** Exempt

### **Summary:**

The Course Delivery Manager facilitates the preparation of all Virtual College (VC) courses for online delivery and trains/ provides on-going technical support to faculty teaching Virtual College courses.

### **Essential Duties and Responsibilities:**

- Coordinates the work of the Learning Management System (LMS) Specialists
- Researches and tests LMS features and procedures
- Identifies, documents, researches and suggests solutions for LMS delivery issues
- Serves as a liaison with the Instructional Design and Technology teams
- Facilitates Virtual College Certification training for new VC faculty
- Develops training and workshop[s] for faculty teaching VC courses
- Implements departmental procedures for copying VC master courses for faculty
- Works with faculty in preparing/customizing VC courses for online delivery
- Oversees the review of customized VC courses to ensure compliance with minimal VC requirements
- Resolves faculty and students' technical course delivery issues
- Implements departmental procedures for preparation of master and live VC courses for LMS updates/migration
- Manages part-time personnel
- Performs other duties as assigned.

### **Knowledge, Skills and Abilities:**

- Knowledge, proficiency and skill in all Microsoft Office applications and FrontPage
- Knowledge, proficiency and skill in a learning management system
- Excellent organizational and communication skills (both verbal and written).
- Ability to effectively present information to groups of managers, clients, customers, and the general public.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to define problems, collect data, establish facts, and draw valid conclusions for reporting purposes.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Master’s degree in Instructional Technology or related field, with three (3) years of related work experience OR
- Bachelor’s degree in Instructional Technology or related field, with seven (7) years of related work experience
- All educational degrees must be from a regionally accredited institution
- Must be able to work a flexible schedule that may include evening and weekend assignments

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name