

Cerritos College

Position: CTX Specialist

Position Description

Salary Grade: 34

Board Approval: 10/18/23

Summary

Provides specialized technical and logistics support to the Center for Teaching Excellence (CTX). The CTX provides professional learning opportunities to all faculty while also providing a comprehensive information location of faculty resources. The CTX Specialist receives training requests, updates, and maintains data for tracking training requirements and completions. Serves as primary point of contact to train faculty and staff in use of the Learning Management System (LMS) and maintains LMS data and infrastructure. Supports training needs to meet overall educational, organizational and performance goals for the college.

Distinguishing Career Features

The CTX Specialist works closely with the CTX Coordinator to support the implementation and tracking of training programs and activities. Provides scheduling and data tracking for campus wide training. Troubleshoots and supports the professional development databases that provides information to administrators and departments regarding training for faculty, including FLEX requirements, and campus staff. This position requires the ability to set up, facilitate and execute registration, and track participation for campus wide training and events.

Essential Duties and Responsibilities

- Maintains efficiency of LMS professional development platform, working with Vision Resource Center to troubleshoot and fix functionality of system.
- Informs end-users of the LMS system's operational procedures, updates, and policies.
- Collaborates with campus areas to organize, plan and assist in creating successful professional development opportunities.
- Collects pertinent schedule and session information to support training activities for faculty and staff inputting training descriptions, time, date and location and registration procedures into LMS.
- Assists in developing new training programs and activities in support of campus initiatives, teaching strategies and professional development to increase student success.
- Monitors and maintains records of attendance for professional development events and meetings.
- Schedules, sets up, and facilitates logistics for on- and off-campus professional development. Coordinates room layout to match the size of group and presentation style, arranges for catering, audio-visual equipment, and supplies.
- Ensures accuracy of training modules data and registration procedures.
- Creates promotional and advertising materials for training opportunities to enhance education and organizational goals of the college

- Serves as lead for hands-on training for faculty, creating learning materials and tutorials for various instructional and training platforms and equipment.
- Reviews and processes individual Flex proposals to adhere to Flex guidelines. Provide training reports for both administration and academic divisions to ensure required trainings are completed.
- Updates and maintains accurate records of attendance of Flex obligations. Monitors and tracks the completion of Flex hours. Provide reports for administration.
- Collaborates with CTX Coordinator and Dean, Academic Success in developing CTX budget and Unit Plan. Maintains budget records and program files.
- Prepares accounting forms such as purchase orders, stipend requests, warehouse requests, budget, and staffing requests.
- Assists in designing and distributing surveys and other instruments to support data gathering.
- Analyzes a variety of productivity data such as, but not limited to, that for faculty professional development opportunities and outcomes. Prepares reports and projections of trainings needed to continue to support professional development and student success.
- Creates specialized reports based on requests for grants, initiatives, accreditation, and program requirements.
- Attends internal and external meetings as assigned to represent the CTX, sometimes in place of the department head. Compiles meeting minutes.
- Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, or data requirements.
- Maintains and updates web pages using established formats and standards.
- Recruits, hires, trains, and oversees the work of short-term hourly employees.
- Troubleshoots and resolves issues with individual LMS accounts.
- Maintains currency of knowledge and skills related to the duties and responsibilities including specialized training to administrate LMS.
- Performs other related duties as assigned.

Qualifications

- **Knowledge and Skills**

The position requires in-depth knowledge of the steps and processes used to implement, troubleshoot and maintain campus wide training and professional development LMS. Requires basic knowledge of the procedures for creating training modules. Requires basic knowledge of faculty and staff professional development needs. Requires basic knowledge of the rules, policies, procedures, and requirements for FLEX obligations. Requires a working knowledge of personal computer-based software programs that support this level of work, including but not limited to word processing,

spreadsheet, presentation graphics, and data entry onto custom databases. Requires basic skills at facilitating small group decision-making processes. Requires sufficient math skills to interpret statistics and perform a full range of arithmetic calculations. Requires well-developed knowledge of proper English usage, grammar, spelling, and punctuation to proofread and edit written materials intended for public distribution. Requires sufficient human relation skills to convey technical concepts to others and conduct informal presentations to small groups.

- **Abilities**

Requires the ability to use language skills to read, analyze and interpret information on course and program descriptions, technical procedures, and higher education requirements. Must be able to write reports, correspondence and informational materials. Must be able to describe, interpret, and prepare promotional information for professional development opportunities. Must be able to access specialized databases to enter, retrieve, and maintain large amounts of information in electronic and manual files. Requires the ability to plan, organize and prioritize work to meet training deadlines. Requires the ability to maintain productive and cooperative working relationships with others.

- **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ability to utilize a personal computer and accomplish desktop work, and to move to various campus locations. Requires sufficient visual acuity to read documents and create training materials. Requires sufficient auditory ability to carry on conversations. Requires the ability to lift, push and pull objects of medium weight (less than 25 lbs.) on an occasional basis. Requires ability to utilize technology to produce and maintain work.

- **Education and Experience**

The position requires an associate's degree or the equivalent, and three years of progressive experience in an administrative or program support capacity. Additional post-secondary education may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where health and safety considerations are minimal.