



**Computer Support Specialist  
Instructor**

Job Order 601721  
July 12, 2017

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**Department:** Business & Information Technology  
**FLSA Status:** Exempt  
**Salary Grade:** FAC B

**Reports To:** Dean, Associate  
**Positions Supervised:** None  
**Travel Required:** Day travel within district as needed

**LOCATION:** District-wide

**HOURS:** Flexibility in schedule is required for day, night or weekend classes as needed.

**SALARY RANGE:** \$58,353-\$70,637 based on a standard 175-day, full-time obligation.

*\*Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

**Anticipated Start Date:** January 2018

**Required online application available on website: [www.nwtc.edu/jobs](http://www.nwtc.edu/jobs)**

**Location:** Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

***The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.***

#### **POSITION SUMMARY**

Northeast Wisconsin Technical College is an innovative leading-edge college dedicated to student success. An instructor's primary purpose is to design instruction and assessment in an engaging environment to foster learner success. An instructor continually improves the overall quality in the delivery of learning to support the achievement of college outcomes and priorities utilizing evidence to support decision-making. Instructors work in alignment with the college's mission, vision, core values, and operating principles. Instructors are expected to provide service to the college community exemplified by teamwork, committee involvement, and participation in shared leadership activities. In addition, instructors commit to ongoing professional growth in both instructional and technical areas to comply with NWTC's faculty progression structure, as well as the development of their colleagues and teams.

It is our commitment as a College to ensure that we invest the resources necessary to positively impact teaching and student success. Consistent with this commitment all new faculty are required to successfully complete the Northeast Wisconsin Technical College Instructor Preparation Academy. The Academy is a structured, practical, course-based cohort learning experience during first three years of employment. Courses include teaching and learning strategies, guidance and counseling, curriculum development, assessment, diversity, and more. The details of the schedule will be made available upon hire.

#### **SKILLS & ABILITIES**

**Education:** Minimum of Master's degree in related field and two years of successful, directly related occupational experience.

**Occupational Experience:** At a minimum, occupational experience has to have occurred at least 1 year within the last 5 years.

- Occupational experience may include:

- Computer Specialist
  - Help Desk Specialist/Analyst
  - Computer Support Specialist
  - Hardware Repair Specialist
  - Programmer
  - IT Training
  - Database Administrator
  - Web Coding
- Individual will need to be proficient in a broad scope of computer support skills including: operating system software, programming, scripting, hardware installation, maintenance, and troubleshooting, database design and development, documentation, end user support, and use and integration of Microsoft applications. Twelve months of occupational experience other than in the educational field

#### **Other Requirements**

- Previous teaching experience with adult learners is preferred
- Ability to work non-standard hours including evening and weekend hours

#### **ESSENTIAL FUNCTIONS**

##### **Reasonable Accommodations Statement**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

##### **Essential Functions Statement(s)**

- Develop and continually revise curriculum that includes multicultural perspectives, core abilities, and technical content to meet industry or regulatory standards to prepare graduates for successful careers.
- Utilize engaging instructional strategies and methodologies which foster student success both in and outside of the classroom.
- Create learning experiences which integrate multiple alternative or emerging delivery methodologies and instructional technologies to maximize student success, including, but not limited to, hybrid, face-to-face, video conferencing, self-paced, and on-line course delivery.
- Provide immediate, routine, and consistent feedback to students to assist them in improving performance in technical and core ability competencies.
- Create a learning environment that integrates best practices for student success including authentic service learning, student club events, and engagement in profession specific activities.
- Develop, support, participate and collaborate with other departments on student recruitment, program marketing, and referral of students as needed for student success strategies including tutoring, counseling, advising, etc.
- Use data to measure quality outcomes related to student persistence, retention, completion rate, course success, and to design improvement strategies based on the evidence.
- Comply with College policies and practices related to instruction, assessment, and delivery.
- Engage with business and industry through engagement and participation in advisory committees, including the recruitment of new members, planning of meetings, participation in community groups, and business visits.
- Participate in community and college-sponsored events to promote the college's programs and enhance community relationships.
- Engage in division, department and team meetings and requirements including the development and completion of the college's strategic planning through team action plans and budget requests
- Maintain proficient knowledge and skill in emerging trends and current occupational practices by networking with regional industry leaders and participating in continuing education and professional development.
- Assist in the development of adjunct faculty through communication, sharing of resources, coaching and mentoring.
- Maintain Faculty Quality Assurance System requirements, faculty progression structure requirements and licensure required by other agencies to maintain individual and program accreditation.

#### **POSITION QUALIFICATIONS**

## Competency Statement(s)

- Values - Demonstrate behaviors and action that support the College's values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Adaptability – Ability to adapt to new and emerging technologies and incorporate them into the curriculum
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience. Learn and use technology and alternative delivery methods, including, but not limited to, online instruction and distance education.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Creative - Ability to think in such a way as to produce a new concept or idea.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Flexibility – Ability to adapt quickly to changing demands, assignments and circumstances.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Technical Aptitude – Ability to use essential technology and software for instructional and communication purposes.

## PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	O (Occasionally)
Sit	O (Occasionally)	21-50 lbs	O (Occasionally)
Handling / Fingering	O (Occasionally)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	<b>Push/Pull</b>	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.