

TITLE: Instructional Accessibility Technician

CLASSIFICATION: Classified

SALARY GRADE: L

SCOPE OF POSITION:

Under general supervision, provides technical assistance, training, and resources to faculty in the areas of web accessibility, accessible digital and online educational content, and support with learning management systems and other Distance Education related applications. Consults with, trains, and assists faculty on how to create accessibility compliant course materials and produces digital accessibility training materials; and assists with conducting reviews of online and partially online courses.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Reviews online course content for compliance with local, state and federal laws, rules, regulations and guidelines and alignment with Web Content Accessibility Guidelines (WCAG) 2.0 standards and Section 508 of the Rehabilitation Act standards.
2. Assists in developing and delivering training and course materials for faculty and staff in the areas of web accessibility, accessible online course materials, and accessible digital media.
3. Provides technical assistance to faculty in creation or remediation of course materials for accessibility compliance.
4. Assists faculty and staff in learning management system(s) and other technology to create content that provides access with assistive technology.
5. Track course reviews and progress towards accessibility for online and hybrid courses.
6. Implements closed captioning for Distance Education accessibility compliance; interfaces with Media Services, state grants, and captioning services to provide captioning needs for faculty.
7. Assists with maintaining the Distance Education web pages site; creates optimized graphics and multimedia for District web pages.
8. Monitors and responds to requests for service through the ticket service request system.
9. Collects feedback to determine patterns and issues which can be resolved by providing established solutions.
10. Supervises and organizes the work of student and short-term, non-continuing employees.

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ABILITY TO:

Troubleshoot accessibility issues; diagnose and resolve basic computer/technical issues; assist in developing accessible web-based resources for teaching and learning; create and maintain accessible web pages; work effectively with faculty and staff who have a variety of technological skill levels; collaborate productively and cooperatively with individuals and groups both internally and/or externally; communicate effectively, both orally and in writing; exercise appropriate judgement in interactions with others and with work processes; interact with the public in a helpful, courteous, and professional manner; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

General computer and software troubleshooting skills; fundamentals and techniques of creating and producing accessible web pages, online forms, and digital media; development, assessment, and remediation of accessible web pages; accessibility testing tools; web accessibility laws and web standards; relevant local, state, and federal rules and regulations, programs, policies and procedures; applicable technology usage, including standard office productivity software and other appropriate technology, including web development tools, computer graphics packages, courseware authoring tools and/or learning management systems, content management systems, with particular expertise in accessibility features of MS Word and Adobe Acrobat software.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Graduation from high school and industry-related certification (such as Web Certificate, A+, or Microsoft Certified Technology Specialist) or Associate degree.

EXPERIENCE:

1+ year of experience with accessibility compliance techniques and testing tools in creation and repairing of web pages and documents, or work experience in Information Technology or other technology support services.