Instructional Technology Trainer

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Instructional Technology Trainer

Volunteer State Community College

Title: Instructional Technology Trainer

Institution: Volunteer State Community College

Job Summary:

This position supports faculty and staff development and makes professional learning approachable, practical, and directly tied to the college's mission. By providing hands-on training, coaching, and resources to enhance the use of instructional, administrative, and emerging technologies at Volunteer State Community College. This role plays a vital part in advancing the mission of the Teaching & Learning Center (TLC), helping faculty elevate

classroom experiences, staff strengthen workplace efficiency, and the college community embrace innovation. A key priority will be training on the ethical and effective use of Artificial Intelligence (AI) tools to improve teaching, learning, and operations.

Job Duties:

Deliver training and coaching in alignment with the TLC's professional development goals. Assess training needs college-wide and schedule offerings. Provide one-on-one classroom technology support to faculty as an extension of the TLC's mission. Create training resources that complement and feed into the TLC's tracking system for professional development. Develop and deliver weekly training sessions (e.g., "Friday Tech Sessions") in the TLC for faculty and staff. Provide individual coaching and on-demand support for classroom technology (projectors, hybrid learning tools, multimedia integration). Lead training on core platforms: Microsoft Office Suite (Excel, Word, PowerPoint, Teams, SharePoint). Watermark (faculty credentials, Continuous Improvement Plans). SLATE (CRM for student engagement). AI applications for teaching, learning, and professional productivity. Create and distribute user-friendly training resources (guides, videos, quick tips). Serve as a resource to faculty working to integrate technology into courses that enhance teaching and learning experiences. Support staff in mastering technology that improves communication, efficiency, and collaboration. Stay current with technology trends and recommend innovative practices to the TLC. Conduct technology training needs assessments by collecting information on employee skillsets and developing and administering (groups and individuals) technical training programs based on need, both in-person and virtual. Provide learning management system and accessibility training, including assisting personnel in creating WAC 2.1 compliant resources. Collaborate with stakeholders to develop training content, learning objectives, training materials and schedules, agendas, and a mechanism for tracking training attendance. Develop a mechanism to determine training effectiveness and make improvements, as necessary. Responsible for staying current with the latest technologies and software applications. Other duties as assigned.

Minimum Qualifications:

Bachelor's degree from an accredited institution.
One year of related experience.

Preferred Qualifications:

Master's degree from an accredited institution.
Experience with faculty development or professional learning programs in higher education.
Strong record of incorporating AI or emerging technologies into training or instructional practice.
Experience providing technology training to adult learners.
Experience with Banner, Slate, D2L or their equivalents.

Knowledge, Skills, and Abilities:

Strong expertise in Microsoft Office Suite, Teams, SharePoint, and related platforms.
Proficiency in classroom instructional technology and online learning tools.
Knowledge of AI tools and the ability to guide ethical, effective adoption.
Strong instructional design and adult learning facilitation skills.
Ability to explain technology clearly to non-technical users with patience and clarity.
Excellent communication, presentation, and interpersonal skills.
Must be a willing advocate of the mission of the college and have a demonstrated commitment to public higher education.
Knowledge of WCAG 2.1 guidelines.
Knowledge of college-used instructional technologies and best accessibility practices for said technologies.
Ability to effectively communicate complex technical information to a variety of audiences, as well as adapting training materials and delivery methods based on the audience.
Ability to identify customer concerns and opportunities with the ability to provide resolution.
Ability to use data to make informed analysis of and possible solutions that project consequences of proposed solutions and make recommendations in support of goals.
Ability to work independently and to coordinate multiple assignments with fluctuating priorities.
Excellent customer service skills and ability to adapt to changing work environment, including the ability to be respectful under pressure.

Pay Rate: $47,276 - $59,095 annual salary depending on experience

Volunteer State offers a comprehensive benefits package, including but not limited to the following:

- Insurance: Health, Dental, Vision, Life, Disability (long and short term), FSA/HSA
- Wellness Incentive Program (if enrolled in Health)
- Educational Assistance: Fee Waiver, Spouse/Dependent Discounts, Tuition Reimbursement
- Employee Assistance Program
- Longevity Pay
- Retirement Options: State of TN Pension (TCRS), 401a, 401K with up to $50/month match, 403b, and 457
- 14 Paid Holidays/Year
- Annual Leave (if applicable)
- Sick Leave
- Sick Leave Bank
- State Employee Discount Program with over 900 merchants

Special Instructions to Applicants:

Unofficial transcripts are acceptable for the application process. Official transcripts will be required upon hire.

Applicants may be subject to a background check.

To apply, please visit: https://careers.tbr.edu/jobs/instructional-technology-trainer-gallatin-tennessee-united-states

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