



Job Title	Director, Online Services	Job Code	AA0814
Pay Plan	A&P	Pay Grade	22
Union	Non-Union	FLSA Status	Exempt
Job Family	Academic and Program Management	Union Code	0
		Subfamily	Instructional Development/Support

Job Family & Subfamily Summary

Academic and Program Management Professionals develop, administer, or support programs that enhance the learning environment for students or faculty development.

Instructional Development/Support Professionals serve to ensure the effective implementation, maintenance and oversight of academic or research programs. Perform tasks including working with funding agencies, developing financial resources and programs. Collaborate with faculty members on developing research programs, agendas and oversees implementation.

Job Summary

Responsible for integration of UCF Online operations with institutional systems and processes, external reporting and compliance for UCF's online activity, and CDL infrastructure support.

Representative Duties

1. Operational Oversight

- Directs operational details of UCF Online including; establishing online sub-plans, and coordinating extensively with other university stakeholders
- Develops data reporting requirements, analytics and strategies, communicates expectations, and manages ongoing coordination with all online programs across the university
- Formulates, communicates, and coordinates implementation of policies with regard to UCF Online
- Consults on strategic unit budgeting and makes recommendations

2. Leadership

- Serves as the primary liaison with departments and colleges for establishing and sustaining online programs
- Leads or serves on state, national, and internal committees, work groups, and boards
- Leads state authorization efforts for the entire university, with direct responsibility for online program authorization and deep coordination with other institutional offices that oversee non-online activities
- Serves as the primary CDL liaison, leading business intelligence and reporting activities and as product champion of the Executive Information System (EIS)
- Oversees all unit infrastructure
- Directs/Supervises staff

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master's, Terminal Degree (PhD, MD, JD)
Certification(s)		
Licensure(s)		
Work Experience		
8+ years of relevant work experience 3+ years of leadership experience		
Additional Requirements		
Regulatory development and interpretation experience		

Physical/Environmental Demands

Standard office environment with no unique physical demands.

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.