

**STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT HILO**

FUNCTIONAL STATEMENT

OFFICE OF TECHNOLOGY AND DISTANCE LEARNING

As part of the Chancellor's Office, provides the leadership required to support the technology and distance learning programs of the University of Hawaiʻi at Hilo.

OFFICE OF THE DIRECTOR

- Serves as the principal assistant to the Chancellor in all technology and distance learning matters.
- Plans, organizes, directs, coordinates and evaluates all technology and distance learning programs, including the Computing Center, distance learning, delivery services relating to distance learning, academic computing, student information system, web design, and university hardware and software standards.

COMPUTING CENTER

Plans, organizes, directs, and coordinates the functions of the Computing Center to serve the administrative programs and institutional research activities, including the student information system, the financial management information system, the human resource information system, campus network and servers, web design, and faculty and staff training.

DISTANCE LEARNING DELIVERY SERVICES

Plans, organizes, directs, and coordinates the functions of the distance learning delivery services to serve the instruction programs, administrative programs, and research activities, including distance learning delivery via Hawaiʻi Interactive Television System (HITS), internet and other means, the production of live TV programs, the production of promotional materials, and faculty and staff training.

ACADEMIC COMPUTING

Plans, organizes, directs, and coordinates the functions of the academic computing services to serve the instructional programs and academic research activities, including academic computer labs, general student access, campus-wide academic hardware and software standards and procurement, and faculty and staff training and consulting.

MULTIMEDIA DEVELOPMENT

Plans, organizes, directs, and coordinates the functions of the multimedia development services to serve the instructional programs, administrative programs, and research activities, including the multimedia courseware development, the technology for streaming audio and video, the maintenance of internet and intranet web servers, and faculty and staff training and consulting.

GENERAL HELP DESK

Plans, organizes, directs, and coordinates the functions of the general help desk services to serve instructional programs, administrative programs, and research activities, including the consultation of access and utilization of technology by faculty, staff and students; the trouble-shooting

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of hardware and software problems; and the training needs of faculty and staff.

Graphics Services

Provides graphics design and/or production services for institutional and curricula support.

Web Development

Oversees the main UH Hilo website and subsidiary websites; builds custom web applications; maintains and supports current applications; and consults on user-developed and maintained applications.