Draft Classification Standards – To Be Effective 10/01/2025
Accessibility Technologist Series

Class Title	Class Code	Issue Date	FLSA
Accessibility Technologist I	*XXXX*	*XXXX*	*Non-Exempt*
Accessibility Technologist II	*XXXX*	*XXXX*	*Exempt**
Accessibility Technologist III	*XXXX*	*XXXX*	*Exempt**
Accessibility Technologist IV	*XXXX*	*XXXX*	*Exempt**

OVERVIEW:

Positions classified within the Accessibility Technologist series ensure that digital content and technology systems within the university are accessible to all faculty, staff, students, and as appropriate, external stakeholders. They perform the full range of accessibility design duties to ensure instructional materials, online content, software applications, campus websites, and all human-computer interfaces are accessible, and coordinate implementation of such materials and applications. Incumbents proactively address accessibility by applying the appropriate standards and compliance as prescribed by federal and state standards and university policies on disability support and accommodations. Positions expand awareness and adoption through training, participation in university initiatives, and the promotion of inclusive design and other strategies.

Positions are assigned to classifications within the series based on the scope and complexity of accessibility technology activities; degree of independence and judgement; experience, knowledge, skill, and ability required; degree of planning, analysis, and execution required by the position; impact and risk to the university; and nature of supervision received. Higher levels within the series build upon and include the knowledge and skill requirements and work assignments of lower levels within the series.

Accessibility Technologist I – Entry-level professional who applies basic professional concepts to resolve problems of limited technical scope and complexity. Normally operates under established guidelines. Follows standard practices and procedures. Assignments may be routine in nature and involve performing various duties related to supporting faculty and instructional design/development staff in the creation of accessible instructional materials.

Accessibility Technologist II – Professional who applies acquired accessibility technology skills, policies, and procedures to complete significant assignments and provide technical project management for projects of moderate technical scope and complexity. Draws from prior experience and knowledge of accessibility technology principles and concepts to exercise judgment while educating and supporting application of designing learning experiences that are inclusive of diverse audiences.

Accessibility Technologist III – Professional who applies advanced job skills, in-depth organizational and stakeholder acumen, and technical project planning skills to lead and manage complex accessibility systems development and improvement projects. Provides support and leadership to the university in the successful use of technologies to enhance teaching and learning, to create effective learning environments, and to facilitate research and strategic initiatives. Supports and promotes the development and implementation of universal design for learning in a campus-wide technological environment.

* This classification as outlined in this document meets the duties test of the Administrative Exemption. An employee's actual exemption status may differ based on salary rate and actual duties performed.

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Accessibility Technologist IV – Technical leader with a high degree of knowledge in technical project management and accessibility technology solutions. Problem-solving frequently requires analysis of unique issues or problems without precedent and/or structure and new approaches, methods, techniques, or innovation. Performs analysis,

design, program development, remediation, and maintenance support for accessibility technology initiatives.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES *(May include but are not limited to)*:

- *Assistive Technology* – Maintains and deploys assistive technology (e.g., screen readers, voice recognition, on-screen magnification, literacy learning, augmented and alternate input) across campus for students, faculty, and staff. Provides recommendations on appropriate assistive technologies to augment an individual's disability. Maintains an inventory of campus assistive software and hardware. Manages licensing and compatibility of assistive technology within the campus IT infrastructure. Researches the latest methods of facilitated access and implements on campus when appropriate. May be responsible for the operation of a specialized assistive technology computer lab.

- *Alternate Access Planning* – Consults with multidisciplinary campus partners to determine how to provide meaningful and equally effective alternate access plans. Coordinates with student support offices and other campus units as appropriate to develop documentation, processes, and materials. Utilizes specialized training and knowledge to convert existing materials, regardless of source, into an accessible format to accommodate an individual's needs.

- *Instructional Materials and Digital Content Accessibility* – Assists individuals and departments in producing and ensuring that electronic documents and audio/visual assets are developed, used, maintained, or procured in compliance with accessibility requirements. Develops and delivers digital content accessibility processes as well as documentation for content creators. Supports faculty and instructional design/development staff in the creation of accessible instructional materials. Reviews online instructional content for accessibility and makes recommendations to instructors for achieving compliance. Produces alternative instructional materials required for timely distribution to students receiving services.

- *Web Accessibility Audit and Monitoring* – Develops and implements campus web accessibility processes. Conducts ongoing web evaluations, both automated and manual. Prepares and distributes web accessibility reports to appropriate campus personnel responsible for remediation. Develops and delivers web accessibility training to content contributors/editors, web developers, and other constituents who create and manage web content. Answers questions and provides guidance for accessibility of new development, remediation, optimization, and prioritization of existing content.

- *Campus Accessibility Planning and Implementation* – Supports campus leadership by providing guidance and deliverables to facilitate campus level planning and implementation of accessibility plans. Provides recommendations for the creation of processes and procedures to achieve campus compliance with applicable laws and CSU policies and systemwide initiatives. Builds and maintains working relationships with

others towards the goal of expanding accessibility and collaborates across university stakeholders. May gather data and provide metrics to assist in the completion of annual reporting.

- *Consultation and Training* – Functions in a consultative role with academic and administrative staff to understand and address accessibility conformance. Develops content and delivers training to expand awareness of accessibility standards. Works with faculty and staff to adopt methods and practices for creating and providing electronic content that ensures equal access to all members of the campus community. Consults with and provides direct assistance in the review, analysis, and evaluation of product accessibility for compliance with accessibility technology goals. Assists departments in researching the most accessible products to meet their needs.

- *Accessible Procurement* – Advises departments with evaluating and purchasing products and services and/or the completion of appropriate accessibility documentation. Reviews purchase requests and determines the impact and probability of accessibility risk based upon the university policies. Evaluates conformance and the compliance of vendor documentation such as product roadmaps and product compliance statements. Performs information and communication technology accessibility conformance testing and provides feedback to the requestor and vendor. Communicates university accessibility standards to vendors and coordinates conformance to procurement procedures. Conducts accessibility evaluations for instructional and publisher websites and online services under consideration for purchase and deployment.

DISTINGUISHING CHARACTERISTICS:

- The Accessibility Technologist series is intended primarily for positions that perform accessibility design duties to ensure digital content and technology systems are accessible to all stakeholders.
- Positions that determine or grant direct individual accommodations are the responsibility of trained disabilities administration staff and should not be assigned to this classification.
- Other classifications to consider are: Web Developer, Instructional Designer/Technologist, Technology Strategist, and User Experience Analyst.

ACCESSIBILITY TECHNOLOGIST I

Under direct supervision, performs entry-level professional accessibility systems analysis. Performs less complex technical tasks following detailed and established procedures. Provides project assistance as needed to administer the evaluation of accessibility, usability, and interoperability compliance on web, instructional materials, and procurement information technology. Provides consultation on web, instructional materials, and procurement related issues to the campus community. Work is reviewed for accuracy and soundness of technical concepts.

Work assignments typically include some or all of the following:
- Reviews online instructional content for accessibility and makes recommendations to instructors for achieving compliance.
- Works with faculty, staff, and students to promote the development and deployment of accessible instructional materials, create accessible documents, and support compliance with accessibility requirements.

- Participates in the processing of both digital and analog documents using scanners and other tools into accessible formats. In conjunction with faculty, posts these materials into courses within the campus learning management system. Verifies the quality of converted materials using text to speech applications and standard video players.
- Consults with student support services offices to produce appropriate materials for timely distribution to students receiving services.
- Works as part of a team, and in conjunction with other campus units, to ensure that websites and associated digital content are accessible to all users.
- Uses automated tools and coordinates manual testing to audit and monitor accessibility of campus websites and other information and communication technology.
- Serves as a liaison with other information technology and procurement staff as well as other campus stakeholders to contribute to the implementation of accessibility plans.
- Provides advice on the procurement and evaluation of accessibility tools and software to support accessibility initiatives.
- Catalogs materials and information as well as maintains an inventory database of alternate media.
- Contributes to formal training programs, self-guided tutorials, as well as training and communication materials to assist university staff and faculty with accessibility compliance and specially-adapted software in collaboration with other departments.
- Assists departments to publish multi-media content on university websites that are accessible and compliant. Assists with captioning of videos, including downloading, compressing, and submitting for manual captioning.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:
- General knowledge of accessibility standards, guidelines, and regulations.
- General knowledge of principles and concepts of accessibility technology applications.
- Ability to use accessibility evaluation tools and software.
- Ability to determine the most appropriate format to be produced.
- Organizational and time management skills to plan, organize, and prioritize work.
- Demonstrated communication and interpersonal skills to gather information from clients, effectively communicate technical issues, and produce documentation.
- Experience with user research such as surveys, interviews, and usability testing.
- Ability to maintain confidentiality and appropriately handle sensitive data and information.
- Ability to work independently, as part of a team, and build relationships with diverse stakeholders.
- Analytical skills to collect, analyze, and interpret application process problems and technology needs.
- Computer skills to appropriately troubleshoot and alter systems as required.

Experience and Education:
Equivalent to a bachelor's degree in a related field. Relevant education and/or experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

ACCESSIBILITY TECHNOLOGIST II

Under general supervision, ensures digital content, academic materials, and technology systems are accessible to people with disabilities. Applies professional level knowledge and expertise in accessibility technology to ensure that digital content and technology systems within the institution are accessible to individuals with disabilities. Collaborates with various stakeholders, including faculty, staff, and students, to identify accessibility barriers and implement solutions to ensure compliance with accessibility standards and regulations.

In addition to duties performed by the Accessibility Technologist I, the Accessibility Technologist II typically performs the following duties:

- Implements and contributes to the development of accessibility policies, procedures, and guidelines to ensure compliance with accessibility standards and regulations.
- Develops and delivers digital content accessibility processes as well as documentation for content creators.
- Maintains and deploys assistive technology (e.g., screen readers, voice recognition, on-screen magnification, literacy learning, augmented and alternate input) for students, faculty, and staff.
- Conducts accessibility audits and assessments of digital content, websites, applications, and technology systems to identify accessibility barriers.
- Collaborates with faculty, staff, and students to provide guidance and support in the creation of accessible materials, including documents, multimedia, and online courses.
- Provides training and workshops to faculty and staff on accessible design principles, techniques, and assistive technologies.
- Provides advice on the procurement and evaluation of accessibility tools and software to support accessibility initiatives.
- Collaborates with IT teams to ensure that technology systems and platforms are accessible based on established standards. Works with developers to implement accessibility features and enhancements.
- Builds, creates, communicates, and executes processes that evaluate and remediate the accessibility of digital documents and media used by faculty, staff, and students.
- Advises and trains campus web publishers regarding best practices for building and maintaining web and mobile content that maximizes accessibility goals for campus websites.
- Monitors accessibility initiatives, progress, and compliance within the institution.
- Collaborates with campus committees and organizations focused on accessibility to promote awareness and advocate for accessibility improvements.
- Serves as a resource for faculty, staff, and/or students on accessibility-related inquiries and concerns.
- Reviews information technology purchase requests to identify the campus impact and legal vulnerability. When high impact purchase requests and non-compliant issues are identified, consults with campus departments to formulate alternative access plans and accessibility roadmaps.
- Stays current with accessibility laws, regulations, and best practices in accessibility practices as well as emerging accessibility technologies.
- Provides lead work direction and training to staff and student employees.

MINIMUM QUALIFICATIONS:

In addition to Accessibility Technologist I knowledge and skill requirements, work assignments typically require:

- Thorough knowledge of accessibility standards, guidelines, and regulations.
- Strong knowledge of assistive technologies.
- Working knowledge of user-centered design and user testing, interaction design principles, and user testing methods.
- Demonstrated knowledge of how assistive technology is used by persons with accessibility needs to access information electronically and/or through standard print.
- Proficiency in using accessibility evaluation tools and software.
- Strong understanding of web technologies, such as HTML, CSS, and JavaScript.
- Strong project planning and organizational skills to plan, organize, and manage multiple projects and initiatives.
- Strong analytical skills to evaluate accessibility needs and concerns as well as accessibility policy compliance to develop sound conclusions and recommendations.
- Strong communication and interpersonal skills to present information and ideas and advise managers, staff, and faculty regarding accessibility policies and procedures.
- Ability to evaluate digital tools and applications for accessibility conformance.
- Strong attention to detail and quality control.
- Strong knowledge of accessibility best practices and emerging assistive technologies.

Experience and Education:

Equivalent to a bachelor's degree in a related field and two years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

ACCESSIBILITY TECHNOLOGIST III

Working independently under general supervision, engages with stakeholders at all levels to understand their needs, challenges, and priorities to guide them in making informed decisions regarding selection, implementation, and integration of accessibility technology solutions. Responsible for all aspects of content remediation, using an assortment of software applications to ensure users have equal access to digital materials. Applies advanced technical knowledge and expertise in accessibility technology to provide in-depth technical advice and guidance to stakeholders and other professionals. Demonstrates advanced discernment in selecting methods and techniques for obtaining solutions. Provides consultative, innovative, and strategic improvement for all adaptive technology workstations used by students, faculty, and staff with disabilities. Decision-making is based on business needs; best practices; university and information technology policies, guidelines, and protocols; and accessibility technology goals and strategies. Work is focused on ensuring alignment with overall objectives. May require the development of new approaches, techniques, and innovation to address issues. Handles multiple work priorities and may provide lead work direction with accountability for work results.

In addition to duties performed by the Accessibility Technologist II, the Accessibility Technologist III typically performs the following duties:

- Translates communication needs into standard-based designs to maximize message impact to the intended audience while maintaining a high degree of user functionality.
- Uses optical character recognition software, scans text material, and converts into alternative forms of output.
- Stays current in principles of alternative media, web accessibility, inclusive language, cross-browser/platform compatibility, user experience and user interface design.
- Leads cross-functional teams to identify and implement accessible technologies.
- Applies and integrates web programming, asset management, and digital content applications in accordance with user needs and accepted industry standards and practices.
- Interprets, analyzes, and addresses laws, policies, and procedures necessary for fair access. Implements mandated policies and ensures compliance where necessary.
- Consults and collaborates with appropriate groups and individuals on- and off-campus to ensure best practices related to content accessibility and assistive technology.
- Develops and implements models, procedures, reports, and promotions with respect to the accessibility of electronic documents. Recommends changes and implements approved changes.
- Ensures accessibility efforts across campus are coordinated and reduce overall non-compliance risk.
- Establishes and maintains a framework to ensure accessibility strategies are aligned with the university and consistent with applicable laws and regulations.
- Provides lead work direction, training, and mentoring to professional and technical staff.

MINIMUM QUALIFICATIONS:

In addition to Accessibility Technologist II knowledge and skill requirements, work assignments typically require:

- Thorough and advanced knowledge of inclusive design principles and accessibility technology concepts, principles, protocols, best practices, and trends.
- Demonstrated competence in independently applying advanced judgment to resolve difficult and complex technical problems and issues.
- Ability to anticipate the impact of problems and solutions on other systems.
- Advanced analytical skills to investigate and research new systems and technologies as well as develop complex information technology systems and solutions.
- Advanced skill in utilizing assistive technology and its applications in an educational setting, including multimedia, graphics, and network applications as well as high-speed scanners and digitization techniques for print materials.
- Advanced communication and interpersonal skills to build and foster strong relationships as well as drive change initiatives.
- Advanced skill in mentoring and overseeing the work of others.

Experience and Education:

Equivalent to a bachelor's degree in a related field and four years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

ACCESSIBILITY TECHNOLOGIST IV

Working independently with minimal supervision, provides expert technical and strategic advice to guide the design, development, and implementation of accessibility technology solutions. Serves as a key technical advisor to management, leading all campus product purchase assessments, monitoring of web and instructional materials accessibility assessments and all campuswide collaborations, implementations, and updates aimed at increasing access to the information technology environment. Uses technical expertise to provide expert advice and guidance to other accessibility technologists and technical staff. Problems are highly complex and may require the creation of new procedures and system management techniques. Decision-making often requires integration of diverse system disciplines and application of expert knowledge to achieve innovative solutions. Under the direction of management, provides the university with leadership and professional technical expertise ensuring the development, revision, publication, and maintenance of accessible content. Work is performed without appreciable direction and often requires a high degree of technical expertise, persuasion, autonomy, and leadership.

In addition to duties performed by the Accessibility Technologist III, the Accessibility Technologist IV typically performs the following duties:

- Leads project management efforts related to implementation of accessible technology, including oversight of campus technology purchase accessibility assessments, monitoring of web and instructional materials accessibility assessments and related budget expenditures and projections, as well as oversight of all campus-wide collaborations and implementations aimed at increasing access to information.
- Coordinates and facilitates campus-wide technical assistance related to accessibility technology initiatives.
- Evaluates metrics to determine the effectiveness of compliance efforts and to determine the progress and effectiveness of accessibility goals and objectives. Makes recommendations for current and future goals and objectives.
- Stays current with assistive technology trends and monitors impact on services, including periodically reviewing, assessing, and maintaining assistive technology inventory; independently identifying and reviewing newer products or services; and making recommendations when new or updated technology should be implemented.
- Leads the identification, development, and testing of novel software solutions related to production, scaling, integration, and quality control of accessible media.
- Develops and implements accessibility awareness and training programs.
- Performs accessibility reviews (automated and manual), and provides written remediation recommendations on campus websites, electronic documents and third-party applications that are being evaluated for purchase by the campus community.
- Actively participates in appropriate accessibility technology system-wide discussions and campus-wide committees that focus on digital accessibility strategies and best practices.

MINIMUM QUALIFICATIONS:

In addition to Accessibility Technologist III knowledge and skill requirements, work assignments typically require:

- Expert knowledge and understanding of accessibility technology concepts, principles, protocols, and best practices systems.
- Advanced and comprehensive knowledge of universal design for learning, accessibility monitoring and remediation, and/or related Initiatives.

- Expert analytical and organizational skills to organize, prioritize, and coordinate the successful completion of large, complex, and strategic system development, and/or integration, upgrades, or migration projects.
- Expert communication and interpersonal skills to effectively lead complex and strategic projects and initiatives as well as to impact technology strategies.
- Ability to work with vendors to communicate and resolve specific problems.
- Expert knowledge of data analysis tools and processes and relevant accessibility applications and systems.
- Ability to be proactive and understand problems from broad, interactive perspectives and develop solutions that combine information and ideas in new, unprecedented ways.
- Capable of leading teams and implementation efforts for assigned projects.

Experience and Education:

Equivalent to a bachelor's degree in a related field and five years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

NOTES:

All IT professionals protect the confidentiality and integrity of data and electronic information from incidental, intentional, unauthorized release and/or preventable misuse or loss to the university. IT professionals at the university, regardless of classification, play a critical role in ensuring the security and protection of sensitive information, systems, and digital assets with which they work/ related to their work. This includes upholding data confidentiality, integrity, and availability and actively contributing to a culture of cybersecurity awareness and compliance throughout the university's technological ecosystem.

The California State University has a long-standing commitment to make its programs, services, and activities accessible to the public and the entire campus community. All professionals classified within the Information Technology Series have the expectation to support practices and techniques that align with federal and state law, as well as the CSU initiatives, coded memorandums, and executive orders.

Acronyms and technical terms used in this classification document are current as of the publication date. Subsequent technical, functional, and usage terminology and acronyms should be used in position descriptions as appropriate.