**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Educational Technologies Support Assistant

**Job Number:** A-356

**NOC:** 1241

**Band:** 7

**Department:** Trent Online

**Supervisor Title:** Associate Dean, Centre for Teaching & Learning/Trent Online

**Last Reviewed:** July 6, 2018

**Job Purpose**

The Educational Technologies Support Assistant provides support to the members of the Trent Online team with respect to the Learning Management System (LMS), online course maintenance, course copies, exams, and other online teaching technologies.

**Key Activities:**

1. Provide e-mail, phone and one-on-one support for faculty, instructors, staff and teaching assistants regarding their use of online teaching technologies.
2. Troubleshoot issues related to online teaching technologies and provide appropriate solutions.
3. Triage challenges with course content.
4. Record, track and document all incidents and service requests including all successful and unsuccessful decisions made, actions taken through to final resolution.
5. Following processes developed by the Coordinator and Associate Dean to support the maintenance of Online courses and adapt course content from instructors.
6. Maintain online documentation for Trent Online websites and assist with the development of web content.
7. Provide administrative back up and support as needed.
8. Run automated accessibility reports against the World Wide Web Consortium’s (W3C) Web Content Accessibility Guidelines (WCAG) version 2.0 and manually evaluate content for accessibility.
9. Provide technical support to students as needed while courses are running and when issues arise. Efficient and timely resolution of issues to address concerns of distressed students and avoid delays in delivery of curriculum.
10. Facilitates meetings with Faculty to review course content and apply it to the course. Provide training to faculty to ensure deliverable content is implemented in the LMS correctly and in the appropriate format so that it is readily accessible to students.
11. Provides level 2 exam support to faculty, instructors, and students with extended hours support and technical support for any LMS related issues. Partners with exam supervisors of third party vendors to resolve issues for successful completion of exams.
12. Provides support to faculty for exam implementation in Blackboard ensuring the exam questions are set up correctly, the exam is deployed and visible to students, and that all LMS settings are in place for the release of the exam.
13. Implement and recommend changes to online course content including but not limited to updating and creating course components, activities, content, videos, gradebooks etc. Pass major changes or concerns regarding course content to the Trent Online Coordinator and the Associate Dean, to be passed along for review.
14. Provide comprehensive technical testing and proofing of all course components in the LMS to flag potential conflicts and ensure courses are ready for the start of each term.

**Education**

General University Degree (3 year) in Computer Science or College Diploma (3 year) in Technology required.

**Experience Required**

1. At least two years of experience working in a technology enabled educational environment.
2. A detailed knowledge of learning management systems, preferably Blackboard
3. Demonstrated technical ability with a passion for new technology.
4. Excellent written and oral communication skills.
5. Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
6. Strong documentation skills.

Communication

Internal:

- Faculty

- Staff

- Students

- Alumni