**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Elearning Technologist

**Job Number:** A-360

**NOC:** 2281

**Band:** 7

**Department:** Centre for Teaching & Learning

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

**Last Reviewed:** October 3, 2018

**Job Purpose**

Reporting to the Associate Dean of Teaching and Learning, the ELearning Technologist is responsible for the technical integrity of online courses. This includes course migrations to ensure student access and navigation, online exam settings review and resolution, monitoring of and response to all technical related calls for service for online students and instructors, and responsibility for management of all virtual proctoring services for students each exam period. Whenever possible, the ELearning Technologist will work with other academic services across the university such as Academic Skills to assist with LMS support. They are also responsible for reporting to CTL at team meetings on course-based technical problems and solutions implemented.

**Key Activities:**

* Maintain existing online courses within the LMS using a student-centered focus on access, interactivity, and navigation
* Assist in the technical development of online courses within the LMS using a student-centered focus on media richness, universal design, interactivity, and navigation.
* Provide direct instructor support in course migrations to ensure a high quality student learning experience with regards to media richness, interactivity, and navigation.
* Undertake and complete all test setting checks for virtually proctored and non-proctored exams in the LMS each academic term.
* Responsible for all remote proctoring service oversight (scheduling of student exams, trouble-shooting exam release and access problems) monitoring of incident reports, up to date communications with faculty and AAAs on proctoring policies.
* Respond, assess and resolve all technological (LMS) technical inquiries by monitoring and responding to tracker inquiries for Online students and instructors.
* Work collaboratively with LMS System Administrator (IT) as required

**Education Required**

* College diploma (3 year) or General University degree in computer science related field
* Completion of LMS certification is preferred (Blackboard preferred)

**Experience Required**

* 3-years experience in LMS administrative support (such as Blackboard) in higher education setting
* Evidence of success with LMS embedded technologies such as Yuja, SCORM packages
* direct experience with online proctoring service (scheduling, incident report catalogues, exam uploads, troubleshooting)
* demonstrated success in attention to detail and proofreading; exceptional written communication skills that indicate innovation and initiative to solve problems and generate best practices.
* Ability to work flexible hours, including on-call evening and weekends during exam periods.