**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Instructional Technologist/LMS

**Job Number:** C-047

**NOC:** 2281

**Band:** 10

**Department:** Information Technology

**Supervisor Title:** Senior Manager, Client Services

**Last Reviewed:** March 18, 2014

**Job Purpose**

Highly self-motivated, team player, responsible for ensuring system integrity and access to the cloud based Learning Management System (LMS). They will be the escalation point for technical problems related to the LMS as well as provide training, support and consultation to Faculty/Staff and Service Desk Analysts. This position includes researching and evaluating new technologies as well as working with vendors and internal resources to efficiently and effectively integrate new technologies or enhanced features. As a member of the Learning Technologies workgroup they will be prime backup to Video Conferencing and Room Controls and Training personnel. This position will also work closely with the Trent Online team and the Centre for Teaching and Learning. This is a cross-functional technical design, deploy and support role and will require some rotating shift work and possible on-call responsibilities.

**Key Activities**

1. An instructional technology specialist integrates technology into the classroom. This involves working very close with Faculty, staff and members of the Trent Online Team in selecting technology-oriented learning tools for classrooms.
2. Researching and evaluating new educational technologies and communicating trends through regular consultation and review meetings.
3. Instructional technology specialists will work in close liaison with the Trent Online Team, Centre for Teaching and Learning, as well as work with Faculty/Staff and Service Desk Analysts to provide end user training, support and consultation. They also must train teachers and administrators, as needed, in the classroom technology.
4. As needed escalates technology issues to vendors and works directly with vendor to solve. Works with vendor and internal resources to efficiently and effectively implement new or enhanced features.
5. Works with other members of the Learning Technologies Group, prime backup for the Video Conferencing and Room Controls and Training personnel.
6. Plans, designs and implements training programs for faculty and academic support staff (graduate students) in the design and use of web-based course tools, ensuring that the proper use of computing technology is encouraged.
7. Ensures system integrity of Blackboard server by monitoring access logs, error logs and status email.
8. Performs capacity planning tasks by monitoring current usage and planning for the implementation of future upgrades.
9. Provides secure access to the LMS resources and prevents unauthorized access to online course environments by ensuring that only properly registered students gain access to course materials.
10. Works with the Information Systems team to develop and implement procedures for the successful transfer of student course registration information from the central student system into the LMS. Creates other sites on the LMS as required, including facilities for online course evaluations, departmental 'intranets' and non-credit skills training environments such as the Library Skills Program.
11. Ensures that online courses are ready for use and operational by the first day of classes deadline(s), and that online course evaluation systems are ready for use and operational by the last day of classes’ deadline(s).

**Education**

Honours University Degree (4 year) in Computer Science or a Bachelor of Education with a demonstrated passion for technology. Preference will be given to those with previous teaching experience in a post-secondary institution.

**Experience Required**

* Three to five years technical administration experience within Learning Management Systems.
* Three to five years technical experience introducing and integrating classroom technology.
* Post secondary and/or adult learning teaching experience preferred
* Three to five years developing and training in the design and use of web-based course tools.
* Demonstrated technical ability with a passion for new technology.
* Ability to work independently within a dynamic team, organize time among multiple tasks and to work on complex problems requiring analysis and in-depth evaluation, modify established guides, apply existing criteria in new ways, devise new approaches and draw conclusions from comparative situations.
* Advanced understanding of multimedia and audio/visual systems technologies
* Ability to perform independent research and analysis in educational technologies and recommend end user adoption strategies
* Ability to troubleshoot and quickly resolve technical problems with video technology & multimedia systems integration. Strong written and verbal communication skills  
  Ability to collaborate with others to develop solutions and recommendations
* Ability to leverage knowledge, skills and abilities to address new challenges
* Advanced knowledge and extensive experience with Microsoft operating systems; Mac OSX, UNIX/Linux
* Knowledge of production specifications necessary for the creation and preparation of audio-visual presentations.
* Training and experience in website design and server based programming including HTML, JavaScript, CSS, PHP and XML.
* Advanced analytical & troubleshooting skills, including the ability to visualize infrastructure and processes.
* Ability to classify issues, assign severity, and manage through defined processes based on the issue’s severity.
* Ability to look beyond the initial symptom of an issue, and instead perform an in-depth analysis to identify and document the root cause(s).
* Ability to provide accurate technical product support to customers, including system administrators and software developers.
* Ability to train & supervise other technical support personnel, while at the same time engaging them in the overall goal of excellence.
* Strong organizational skills, accuracy and attention to detail, ability to handle multiple priorities and meet short deadlines.
* Ability to develop and maintain positive working relationships both within and across organizational boundaries.

**Responsibility for the Work of Others**

Indirect Responsibility

* Training and knowledge transfer to Level 1 Service Desk Analyst

**Communication**

Internal:

* Faculty/Staff
* Students

External:

* Vendor & Colleagues at other educational institutions