**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 the day-to-day administration of the Blackboard Learn9 system, including course management and accounts. Ensures data integrity, disaster recovery and capacity planning tasks. Troubleshoots technical problems related to the LMS as well as integrating and supporting new technology into the classroom. Works in close liaison with the Trent Online Team as well as work with Faculty/Staff and level 1 support analysts to provide end user training, support and consultation. Generates LMS reports for data review and analysis. 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. Provides training and orientation to service desk analysts to ensure most efficient process and tools are understood.

As member of the Learning Technologies workgroup he/she will be prime backup to Video Conferencing and Room Controls and Training personnel. This position will also be closely linked with the Network Systems group to develop & distribute end user tools. 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. Instructional technology specialists will work in close liaison with the Trent Online Team as well as work with Faculty/Staff and level 1 support analysts to provide end user training, support and consultation. They also must train teachers and administrators, as needed, in the classroom technology.
3. 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.
4. Provides training and orientation to service desk analysts to ensure most efficient process and tools are understood.
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. Provides system administration of the Blackboard Server; including course management and accounts.
8. Ensures system integrity of Blackboard server by monitoring access logs, error logs and status email.
9. Responsible for planning & communicating updates to core systems; plans for disaster recovery by ensuring that proper backup requirements are clearly defined and communicated to the Network systems team and schedules periodic test restores.
10. Coordinates with Network Systems team to ensure that all necessary server level tasks are completed such as system upgrades, LMS patching etc.
11. Performs capacity planning tasks by monitoring current usage and planning for the implementation of future upgrades.
12. Provides secure access to Blackboard resources and prevents unauthorized access to online course environments by ensuring that only properly registered students gain access to course materials.
13. 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 Blackboard as required, including facilities for online course evaluations, departmental 'intranets' and non-credit skills training environments such as the Library Skills Program.
14. 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).
15. Maintains currency in issues associated with online materials such as Digital Copyright, Intellectual Property Rights and Trent University policies regarding information access and use and disseminates said information to faculty involved with the creation and use of online materials.

**Education**

Honours University Degree (4 year) in Computer Science, Electrical Engineering, Computer Engineering or a related field. Individuals with an equivalent combination of training and experience may also be considered.

**Experience Required**

* A minimum of 3 to 5 years hands-on experience managing video capture and video conferencing.
* Three to five years technical administration experience within Learning Management Systems.
* Three to five years technical experience introducing and integrating classroom technology.
* 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 information technologies and recommend technical directions and updates to video technology and video conferencing systems
* 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