**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Instructional Technologist/Room Controls & Training

**Job Number:** C-075

**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 will perform duties to support the hardware, software and network systems and components of the Learning technologies team. In addition, the incumbent provides technology architecture research and consultation for IT Services in Classroom room controls and training.

As member of the Learning Technologies workgroup he/she will be prime backup to Learning Management System and Video Conferencing 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, Centre for Teaching and Learning, Trent Online and the Registrar’s office in selecting technology-oriented learning tools for classrooms.
2. Instructional technology specialists will 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 Learning Management System and Video Conferencing 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.

# *Room Controls & Training:*

1. Working with other Instructional Technologist to maintain healthy Yuja, Video Conferencing and room controls
2. Programing Extron & Crestron room controls
3. Responsible for classroom remote control tools,, including working with enterprise desktop analyst to ensure lectern versions and device firmware levels are current
4. Maintains knowledge items and user guides for classroom technology
5. Responsible for maintaining IT Training Calendar
6. Meets with users and project leaders to discuss, plan & implement guidelines and criteria for online documentation & training of core systems.
7. Creates on line software documentation.
8. Designs & develops end user applications/tools by analyzing data requirements and automating processes within departmental workflows.
9. Reviews and evaluates third-party documentation and computer literature for acquisition.
10. Assist customers with their implementations of new services.
11. Develop and administer training programs for supported functions and applications throughout the university.
12. Identify service improvement programs and automation proposals to improve service quality and manage delivery costs.
13. Maintain current knowledge about tools, techniques and technology to effectively inform, instruct and advise all clients.

**Education**

Honours University Degree (4 year) in Computer Science, Electrical Engineering, Computer Engineering or a related field and a minimum of 3 to 5 years hands-on experience managing video capture and video conferencing.  Individuals with an equivalent combination of training and experience may also be considered.

**Experience Required**

* Excellent written and oral communication skills
* 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.
* Significant experience implementing and/or troubleshooting web-based applications.
* Significant experience with Extron and/or Crestron room controls/configuration and programming
* Training and experience in website design and server based programming including HTML, JavaScript, CSS, PHP and XML.
* A strong understanding of networking technologies and their interaction with web-based applications.
* 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.
* Demonstrated success implementing and/or changing processes to achieve efficiencies within the team, or providing improved customer support.
* A demonstrated commitment to remaining current with changing trends in technology.
* A demonstrated ability to work independently, yet interact with others to achieve goals as stated in the requirements of the position.
* Strong organizational skills, accuracy and attention to detail, ability to handle multiple priorities and meet short deadlines.
* Experience analyzing data and applying knowledge gained to improve processes going forward.
* Proven ability to effectively communicate feedback in a positive and professional manner.
* 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 - as consultant and solution provider
* Represent university as subject matter expert in instructional technology discussions

External:

* Vendor & colleagues at other educational institutions
* Represents the university as subject matter expert in instructional technology discussions/forums