

**Nipissing University**  
**JOB DESCRIPTION**

**JOB TITLE:** Learning Systems Technologist

**DEPARTMENT:** Teaching Hub

**CLASSIFICATION:** Technologist E

**WAGE GRADE:** WG 100

**EMPLOYMENT DEFINITION (STATUS):** Full-time Support

**SUPERVISOR:** Manager of eLearning

**SUMMARY OF FUNCTIONS:**

Reporting to the Manager of eLearning, the Learning Systems Technologist will work collaboratively as part of a multi-disciplinary team to ensure the successful delivery of online learning courses. The Technologist is required to have an understanding of teaching and learning and the role of advanced technologies in the delivery of distance education. The Technologist will work with faculty to assist in the development and design of online courses with a strong focus on the technology used to implement the course online. The Technologist is responsible for providing training and assistance to instructors and students through one-on-one consultations, seminars, and the creation and maintenance of online support materials. The Technologist will administer the learning management system, which includes configuration of system wide parameters, installation and maintenance of plug-ins, management of enrollment to provide users with secure access to courses, and ongoing monitoring of the system.

The Technologist provides technical support and assistance to users, using telephone, e-mail and face-to-face meetings. The Technologist requires understanding of the end user experience and administrative details dealing with course management, user management, customization of the course interface, etc. A good working relationship with managed hosting and other groups within the institution is required.

**DUTIES & RESPONSIBILITIES:**

**Learning Management System (LMS) Course Design and Course Management (45%)**

- Work with the development team and instructor to design, define, place, and monitor courses online using the appropriate learning management system
- Create course frameworks as required
- Assist in the development of content for online course delivery
- Explore and support the use of course design, instructional technology, educational technology tools, and media to enhance learning and interaction
- Analyze existing instructional materials to identify potential areas for design modification to optimize use of media or other interactive learning design features
- Support the ongoing improvement of our online courses including building in more interactivity, replacing print packages with online resources, better using available tools and features, and improving the course design to reflect emerging online course design principles
- Liaise with multiple departments including UTS, SDS, Library Services, and Dean's Offices to identify ways to simplify access to online resources
- Research, implement, and use appropriate online surveying tools for course evaluations and other uses as assigned by the Manager of eLearning or Dean of Teaching

- Design HTML prototypes, visual interfaces, and interaction of web-based applications in line with designed instructional outcomes
- Ensure that online courses and evaluation systems are ready for use and operational by the required deadlines
- Extract, process, and analyze data gathered from online course evaluation questionnaires and other surveys (e.g., marketing surveys, etc.)
- Test Web resources for ease of use, browser capabilities, reliability, and performance
- Recommend industry compliant techniques for project planning, documentation, and design
- Create, change, and update distance education or online courses according to faculty / instructor / supervisor directions
- Devise methods to reduce redundancy of maintenance efforts

#### **Instructor Training and Support**

**(30%)**

- Ensure proper use of computing technology in the design and use of web-based course tools
- Provide professional development and one-on-one coaching to online, face-to-face, or hybrid instructors
- Provide one-on-one instructional design and coaching services to instructors in producing web course components and multimedia resources for traditional onsite and print private study courses
- Responsible for conducting introductory seminars for part-time instructors and full-time faculty and contributing to institution-wide seminars and/or workshops
- Develop creative solutions for faculty requests for online learning activities and propose/recommend alternatives
- Responsible for planning training and development activities for part-time instructors and full-time faculty
- Coach and mentor instructors on an ongoing basis
- Research, implement, and use appropriate web conferencing tools
- Contribute to outreach initiatives through presentations, committee participation, conferences, and online discussions

#### **User Support**

**(25%)**

- Provide advice, guidance, and technical information that will assist users in accessing and utilizing online course resources optimally
- Prepare and maintain online support materials
- Troubleshoot performance problems experienced by users, this includes detailed software AND hardware troubleshooting and repair
- Conduct clinics and workshops for students and faculty

*Any other duties as assigned*

#### **QUALIFICATIONS:**

**EDUCATION:** A Bachelor's degree (preferably in Computer Science)

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

#### **TRAINING, EXPERIENCE, KNOWLEDGE & SKILLS REQUIRED:**

- Minimum of three years experience in course design, instructional technology, information systems or related professional experience proven teaching/training experience
- Experience in proven teaching/training

- Experience with online learning management systems (e.g., Blackboard Learn)
- Experience with Web Design, one-on-one or group training and client support
- Instructional Curriculum Theory and Practice
- Curriculum Evaluation
- Extensive HTML training
- Experience with html editors and graphic packages
- Experience with spreadsheets
- Experience using a wide range of web-development software
- Experience with a wide range of general computer software
- Creation and ongoing maintenance of intermediate level websites
- Experience writing and delivering curricula according to specific course guidelines
- Experience working in Ellucian
- Experience creating reports in Informer
- Experience with mobile device platforms
- Experience with relationship management
- Knowledge of instructional strategies, classroom practices, and environments
- Familiarity with applications for distance education or online course delivery
- Knowledge of adult learning principles
- Adept at both short-term and long-term project management
- Ability to work effectively as an individual or team member
- Thorough knowledge of HTML
- Knowledge of mobile device capabilities and limitations
- Knowledge of web conferencing technologies' capabilities and limitations
- Different structures and features of widely used online learning systems
- Effective methods of converting standard, "conventional" face-to-face courses into online courses
- Quickly learn and evaluate new software
- Interact professionally with a wide range of personalities
- Work effectively with the stress of deadlines and changing circumstances
- Organizational and time management skills
- Interpersonal and communication skills – written and verbal
- Problem solving and analytic skills
- Presentation skills
- Ability to work with minimal supervision
- Ability to work under stress
- Conceptual skills

#### **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Manager of eLearning

**Internal contacts:** Faculty, staff and students

**External contacts:** Outside technical support

#### **MATERIALS UTILIZED:**

- Server technology supporting learning systems
- Network computer system
- Mobile devices (i.e. tablets, smartphones)
- OS/X and Windows 7+ based computers
- SMART technology smartboards

- Data projectors
- Clicker type response systems
- Windows Operating System
- Apple OS/X
- Mobile operating systems (e.g. iOS, Android, Windows mobile)
- Microsoft Office applications (typically Word, Excel, PowerPoint, Access)
- Internet applications (browser, web-based e-mail, FTP program)
- Web development software (e.g. Dreamweaver, SharePoint)
- Graphics software (e.g. Photoshop, GIMP, Fireworks, Illustrator)
- Video production software (Final Cut Pro, DaVinci, After Effects, etc.)
- Audio editing software (e.g. Ableton Live, Logic Pro)
- Technical manuals, guides, resources
- Task management software
- Learning Management Systems (e.g. Blackboard Learn, Moodle, Sakai, D2L)
- Databases
- Online surveying tools
- Web conferencing tools
- Wiki-tools
- Ellucian
- Reporting software (e.g., Informer)
- Interactive whiteboard software
- General Office Equipment
- Technical manuals, guides, resources

#### **PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:**

- Visual and mental concentration
- Occasional overtime during peak periods: availability to work overtime at short notice
- May be required to temporarily change hours at course start up time to provide extended support hours to students and instructors

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**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and responsibilities are, and I will carry out all of my responsibilities as herein described.**

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Employee Name (please print)

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Employee Signature

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Date

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#### **Approvals**

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Supervisor

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Date

