Nipissing University
JOB DESCRIPTION

JOB TITLE: Learning Systems Technologist

DEPARTMENT: Faculty of Applied and Professional Studies

CLASSIFICATION: Technologist E

WAGE GRADE: 100

EMPLOYMENT DEFINITION (STATUS): Full-time Support

SUPERVISOR: Office Administrator, Applied and Professional Studies

DATE REVISED: March 2019

SUMMARY OF FUNCTIONS:

Reporting to the Office Administrator, 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:

I.   Instructional 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, 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
- Support the ongoing improvement of our on-line courses including building in more interactivity, replacing print packages with on-line resources, better using available tools and features, and improving the course design to reflect emerging online course design principles.
- Liaise with Library Services to identify ways to simplify access to on-line resources
- Design HTML prototypes, visual interfaces and interaction of web-based applications in line with designed instructional outcomes

- Research, implement and use appropriate on-line surveying tools for course evaluations and other uses as assigned by the Director
- Ensure that on-line courses and evaluation systems are ready for use and operational by the required deadlines
- Extract, process and analyze data gathered from on-line 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 courses according to faculty / instructor / supervisor directions
- Devise methods to reduce redundancy of maintenance efforts

II. 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 consulting to online instructors
- Provide one-on-one instructional design and consulting 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.
- 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

III. User Support (25%)

- Provide advice, guidance and technical information that will assist users in accessing and utilizing on-line 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 by supervisor

QUALIFICATIONS:

Education:

A Bachelor degree combined with a minimum of 3 years of experience in course design, instructional technology, information systems or related professional experience is required. Ideally, candidates will have a degree or diploma in Computer Science and proven teaching/training experience.

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

Training & experience:

- Experience with on-line learning management systems (e.g., Blackboard)
- Experience with Web Design
- Experience with one-on-one or group training
- Experience with 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 on-going maintenance of intermediate level web sites
- Experience writing and delivering own curricula according to specific course guidelines
- Experience using Datatel
- Experience creating reports in Informer
- Experience with mobile device platforms
- Experience with relationship management

Knowledge and Skills required:

- Knowledge of instructional strategies, classroom practice and environments
- Familiarity with applications for distance education 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 a standard, "paper" 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 skills
- Presentation skills
- Analytic skills
- Ability to work with minimal supervision
- Ability to work under stress
- Conceptual skills

POSITION RELATIONSHIPS:

Supervised by: Office Administrator, Faculty of Applied and Professional Studies

INTERPERSONAL RELATIONSHIPS/PERSONAL CONTACTS:

Internal: Faculty/Staff/Students

External:

- Outside technical support

MATERIALS UTILIZED:

Hardware:

- Server technology supporting learning systems
- OS/X and Windows 7 based computers
- Network computer system
- Mobile devices (i.e. tablets, smartphones)
- Data projectors
- CD/DVD burners
- Printers
- SMART technology smartboards
- Clicker type response systems

Software:
- 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)
- Databases
- Online surveying tools
- Web conferencing tools
- Wiki-tools
- Datatel
- Reporting software (e.g. Informer)
- Interactive whiteboard software

Other
- General Office Equipment (Phone, fax, photocopier)
- Technical manuals, guides, resources

PHYSICAL DEMANDS:

- Visual and mental concentration

WORKING CONDITIONS:

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

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

_____
Employee Name (Please Print)

_____   _____
Employee Signature   Date

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Approvals

_____   _____
Supervisor   Date

_____   _____
Human Resources   Date