

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Teaching Hub Technologist
DEPARTMENT:	Teaching Hub
CLASSIFICATION:	Technologist A
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION:	Full-time Support Staff (Contract)
SUPERVISOR:	Manager, eLearning

SUMMARY OF FUNCTIONS:

Reporting to the Manager, eLearning, the Teaching Hub Technician provides predominantly one-on-one consulting to for faculty alongside supporting daily operations of the Teaching Hub and specific project needs. The Technician will work with faculty and staff who require support with Zoom and MS 365 applications for the purpose of teaching and learning. The Technician will also provide back up support for Blackboard Learn to ensure the smooth delivery of services by responding in a professional and timely manner, quickly ascertaining the level of urgency and complexity in order to determine the optimal route to resolution. Bb Learn coverage will occur in combination with Learning Systems Technologists, recognizing an increased workload across the Department due to significant VLS projects and other recent external commitments. The Technician will also work with the Manager, eLearning, Senior Instructional Designer, and Dean of Teaching to ensure seamless registration, admission, and attendance reporting on professional learning opportunities offered by the Teaching Hub for faculty and staff of Nipissing University, as well as external international events.

DUTIES AND RESPONSIBILITIES:

Customer Support

(100%)

- Receive and respond to requests for support related to Zoom and MS 365; as well as occasionally Bb Learn/Collaborate (as back up to the LSTs)
- Use professional judgement to prioritize incoming requests to determine urgency, taking immediate action when the situation warrants it
- Resolve requests for common issues related to various educational technologies
- Work alongside the Online Learning Partners to advise on consistent responses to common student issues
- Maintain the Teaching Hub booking system to ensure Teaching Hub staff can access Teaching Hub Zoom account as needed
- Provide technical assistance with the ongoing suite of Zoom webinar run by the Teaching Hub, as well as support external hosting commitments
- Manage registration and attendance for Teaching Hub events, and report participant attendance data on a monthly basis
- Create Zoom-related video tutorials for faculty, staff, and students
- Assist UTS with MS 365 roll-out; track and report faculty-specific concerns.
- Undertake a thorough overhaul, and regularly update the Teaching Hub website as needed and directed by both the Manager, eLearning and Dean of Teaching, to ensuring a smooth user experience
- Provide technical assistance to external presenters and internal and external participants of Teaching Hub programming, in virtual, hybrid, and face-to-face environments
- Maintain a friendly and professional demeanor when interacting with clients

Any other duties as assigned by supervisor

QUALIFICATIONS:

Education:

A two-year college diploma or undergraduate degree, preferably in a computer-related or educational technology field.

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

Training, Experience, Knowledge & Skills Required:

- 3 years of relevant work experience in supporting an academic (faculty) environment
- Demonstrated experience providing high quality customer service
- Ability to concentrate on the same task for long periods of time
- Ability to use Internet tools for research and development
- Advanced knowledge of Zoom, MS 365 and Blackboard products
- Ability to set priorities, work independently, and make decisions in a changing environment
- Ability to work under pressure and maintain deadlines
- Excellent communication, interpersonal, organization, time management and fine motor skills
- Ability to maintain confidentiality

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, eLearning

Workers supervised: None directly – students on occasion

Internal Contacts:

- Faculty, staff, students

External Contacts:

- Vendors and manufacturers (when required)

MATERIALS UTILIZED:

- Standard office equipment
- Audio visual and video conferencing equipment
- Computer hardware and software, mobile devices, specialized software applications
- Technical manuals, online resources, Internet

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Ability to organize, understand and apply technical information
- Ability to set priorities, work independently, and make decisions in a changing technical environment
- Ability to work under pressure and maintain deadlines
- Excellent communication, interpersonal, organization, time management and fine motor skills
- Short periods of intense visual and mental concentration
- Frequent Interruptions
- Prolonged periods of both sitting and standing
- May be required to lift, push and pull moderately equipment to and from various locations
- Potential to deal with frustrated and irritated clients

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

Director, Human Resources

Date