

**NIPISSING UNIVERSITY  
POSITION DESCRIPTION**

**POSITION:** Manager, Digital Learning Strategy and Support

**DEPARTMENT:** Centre for Teaching and Learning

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

**SALARY LEVEL:** Six (6)

**SUPERVISOR:** Director, Teaching and Learning

**SUMMARY OF FUNCTIONS:**

Reporting to the Director, Teaching and Learning, the Manager, Digital Learning Strategy and Support contributes to Nipissing's digital learning and teaching strategy and oversees support for high-quality eLearning and Extended Learning offerings. Using educational platforms that are supported by the university (including but not limited to the Learning Management System), the role develops and maintains both the conceptual and practical aspects of online, blended, and Extended Learning opportunities for students and community members, working with faculty and staff as well as (for Extended Learning) the community.

The Manager contributes to online program and course development (academic), identifying and developing new Extended Learning approaches and products (including micro-credentials). Responsibilities include managing staff, optimizing support models for university-owned platforms and experiments by faculty with classroom and online technologies and collaborating and supporting the ongoing development and maintenance of university owned online programs, courses and micro-credentials. This role is key to the success of the Academic Plan and Operational Plan emerging from the University's strategic planning exercises, and to the successful implementation of the CTL mandate.

**DUTIES & RESPONSIBILITIES:**

**Operational Oversight (40%)**

- Manage on-going operations related to educational technology that supports teaching and learning, including the university's LMS, engagement tools, and micro-credential or badging platforms
- Oversee technology assets in the Teaching Hub
- Conduct needs analysis for technology-enabled teaching and learning initiatives and provide recommendations as required and/or requested by the Director, Teaching and Learning
- Ensure regular reporting to the Director, Teaching and Learning including recommendations for new initiatives and/or maintenance of educational technology platforms and tools
- Lead or attend ad hoc working groups and other committees to provide expertise in educational technology as assigned or request new working groups as required
- Ensure high-quality support for faculty, staff and students for educational technology through the use of a ticketing system, consultations and collaborating with the other areas of CTL, other support units, and academic units to create and deliver comprehensive Professional Development programs

**Project Management (20%)**

- As part of the Centre for Teaching and Learning ensure regular updates are provided to the Director, Teaching and Learning regarding current and potential projects aligned with the unit's annual plan, the university annual plan and the strategic plan
- Manage multiple internal projects ensuring all timelines and deliverables are met

- Ensure that any challenges or barriers are communicated and moved forward appropriately
- Ensuring communications across the university on the possibilities of initiating projects or as a result of the success of any given project

### **Supervision**

**(20%)**

- Participate in the hiring of new employees within the department
- Provide training and oversee the orientation of new employees
- Supervise staff, ensuring skills are current and relevant to the changing demands of educational technology
- Resolve concerns or issues brought forward by employees
- Participate in the Annual Performance and Development Process
- Hold regular meetings with individuals and the team to support the well-being and productivity of all staff
- Collaborate across the university to oversee the work of project teams including working with Chairs and Associate Deans as required

### **Management**

**(20%)**

- Work collaboratively across the university to ensure continuous quality improvement of technology enhanced programs (adding new technology, evaluating existing opportunities); including policies, procedures and standards
- Facilitate communication between departments and communicate educational technology-related issues to the Director as required
- Manage relationships with internal and external eLearning and Extended Learning stakeholders
- Research, price and recommend operational initiatives for the improvement of on-going operations and development of Teaching Hub initiatives
- Research emerging educational technologies and recommend improvements to existing operations and projects
- Assist in the development of the departmental budget and ensure prudent management of allocated financial resources

### ***Other duties as assigned***

### **QUALIFICATIONS:**

**Education:** Master's in a relevant field, preferably Education or Technology-Supported Education. Preference given to candidates who have completed or in the process of completing a PhD in a relevant field, e.g., education with a focus of technology-focused teaching and learning.

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

### **Training, Experience, Knowledge & Skills Required:**

- Minimum of five years of experience in technology enhanced learning
  - Experience in leading the oversight of an LMS is considered an asset
- Minimum of three years of management experience including the supervision of staff
- Direct experience in the educational sector
  - Experience in post-secondary education considered an asset
  - Teaching experience at any level is considered an asset
  - Experience in distance and distributed learning is preferred
- Experience in leading projects
- Adaptable to changing systems and conditions
- Ability to work effectively with a diverse set of partners

- Prioritization and time management skills in order to carry out multiple time-sensitive tasks, often with competing milestones and priorities
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills
- Facilitation and conflict resolution skills
- Diverse experience with technology (hardware and software)

**RELATIONSHIPS/CONTACTS:**

**Supervised by:** Director, Teaching and Learning

**Positions Supervised:**

- 5 Learning Systems Technologists
- 1 Extended Learning Coordinator
- 1 Teaching Hub Technologist

**Internal Contacts:** Faculty, Staff, Students

**External Contacts:**

- Community members, industry partners, and local businesses and non-profits
- Provincial, National, and International professional associations in teaching and learning, elearning, and extended learning
- Educational Technology vendors
- Occasionally, consultants in relevant sectors

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

- Must be able to work in a fast-paced office where competing deadlines must be met on time
- Must be able to work in a stressful setting where the demands of diverse types of teaching and learning initiatives at Nipissing University need to be balanced
- Majority of time spent in normal office conditions
- Extended periods working at the computer
- High level of interruption
- Stress at peak periods

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**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)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee (Signature)

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date