

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Adaptive Technology Technician
DEPARTMENT:	Student Accessibility Services
CLASSIFICATION:	Technician C
WAGE GRADE:	WG 50
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR:	Manager, Student Accessibility Services

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Student Accessibility Services, the Adaptive Technology Technician is responsible for the instruction and technology training and support of students with disabilities, program staff, and faculty. Adaptive technology encompasses specialized software, computers and other technical aids that assist students with disabilities in their studies. The Technician also maintains these technologies and resources, researches and tests new technology, provides maintenance and general support for departmental database software, provides recommendations concerning acquisitions and technological support, and completes installations and services equipment. The Technician is responsible for coordinating the acquisition and transcription of alternate format resources for students with disabilities and provides the requisite training and support to students and staff.

DUTIES & RESPONSIBILITIES:

Student Support

(40%)

Consultation and Recommendations

- Work with Accessibility Consultants to recommend specific adaptive technologies for a student's unique needs
- Assist the Accessibility Consultants in evaluating the effectiveness of technology-based accommodations
- Liaise with the Teaching Hub to provide consultation, advice and recommendations regarding the implementation of adaptive technology in classroom, labs, lecture halls, and other learning environments

Equipment Loan & Purchasing

- Work with Accessibility Consultants to provide students with appropriate quotes for technology and software purchases that align with BSWD funding and limitations, to meet the disability related adaptive technology needs
- Equipment loans- Keep an inventory of equipment and track the equipment on loan
- Maintain loan equipment and make recommendations when new technology is needed

Hardware & Software Support / Training

- Create training resources for students on how to utilize software and assistive technology
- Build custom forms used to gather student information and access accommodations/supports
- Provide support and training for students on how to engage with SAS websites, portals, forms, and software
- Assist and support students with onboarding, installation, training, and maintenance of assistive technology provided for their independent use
- Troubleshoot and correct equipment failures and identify appropriate outsource repairs as necessary
- Maintain vendor relationships with SAS Adaptive technology providers
- Collaborate with the Student Wellness Coordinator to understand student user issues and troubleshoot concerns
- Collaborate with University Technology Services (UTS) as needed to ensure all testing-centre hardware and software are properly maintained, updated, and functional

Note Taking

- Coordinate and administer the note taking accommodation process for students registered with SAS
- Receive and review student note taking requests submitted and ensure accurate registration, documentation, and setup of required supports
- Provide instruction, orientation, and ongoing support to students on the effective use of note taking software and related assistive technologies
- Monitor student engagement with note taking tools, troubleshoot issues, and liaise with Accessibility Consultants regarding concerns or emerging needs
- Maintain regular communication with the note taking software provider to resolve technical issues and ensure optimal functionality for student use

Textbooks

- Coordinate a comprehensive alternate format production service
- Track student requests and communicate with students about status
- Maintain an active network and contacts within the publishing communities
- Track proof of purchase to comply with copyright laws
- Release textbooks to students and problem solve accessibility concerns

Exam Support

- Prepare examination rooms and alternate format testing materials for SAS students as required
- Facilitate remote monitoring and invigilation of tests and exams
- Set up and maintain equipment in testing and examination rooms/sites
- Provide proctor support for tests and exams
- Troubleshoot concerns with adaptive technology that occur during testing

Staff Education & Best Practice Training

(20%)

- Audit SDS practices to ensure AODA compliance, including websites, social media, print materials, emails, presentations, etc.
- Make recommendations to SDS leadership to improve divisional accessibility practices
- Provide training within SDS on how to ensure AODA best practices and compliance as it relates to adaptive technology (ie. creating accessible content)
- Develop and update training materials on how to utilize adaptive technology
- Collaborate with other Nipissing Departments to provide accessibility training and professional development opportunities for faculty and staff
- Plan and conduct assistive technology open houses, workshops, and seminars, as scheduled
- Advise of new developments and provide product purchasing recommendations to the manager, as needed

Student Development & Retention

(20%)

- Participate in outreach regarding SAS services (ie, information booths, campaigns)
- Assist in creating promotional and educational materials (e.g. flyers, newsletters, outreach materials, etc.)
- Assist in content creation for the SAS Website and social media
- Develop and implement specialized outreach events and initiatives to enhance the Nipissing Community experience for students with disabilities
- Support SAS and University wide programming for the inclusion of students with disabilities; including but not limited to Open House, NSO, ATP, Convocation
- Participate in institutional and departmental student retention initiatives, as required

Research

(20%)

- Research new assistive technologies that relate to students with disabilities
- Collect and summarize information for assessment in purchasing decisions
- Research training materials for assistive technologies

- Deliver or assist in the delivery of technology product awareness workshops
- Maintain an active network of contacts within the assistive technology vendor community
- Remain up to date on new developments in the field of assistive technologies
- Actively participate in relevant communities of practice related to accessibility in post-secondary education (i.e. IDIA, NOAT)

QUALIFICATIONS:

Education: A minimum two-year community college diploma in Information Technology, Computer Science or Electronic Technology

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

Training, Experience, Knowledge & Skills Required:

- At least one year of relevant employment experience with assistive technology, with related experience that includes specific knowledge of assistive technology and specialized software used by students with disabilities.
- Experience in installing, testing and using assistive software, including writing assistance software and devices such as text readers, voice recognition systems, scheduling, mapping tools, note taking software, personal organizers and audio recorders
- Training and applied knowledge of both Mac and PC operating systems and functions
- Experience in providing training and instruction to adults
- Experience in creating training material
- Experience with maintenance and troubleshooting database software systems
- Experience with data report building
- Experience maintaining confidentiality
- Knowledge and the ability to apply effective organizational, communication and interpersonal skills
- Knowledge of disabilities, the impact of disabilities upon students and how technology can accommodate for specific types of disabilities
- Familiarity with a wide variety of software, specifically those related to assistive learning
- Experience assisting students with disabilities and staff members in the use of these resources
- Demonstrated ability to work effectively within a team environment and a commitment to providing excellent service to students and colleagues
- Knowledge of the importance of maintaining confidentiality in a client-centred service

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Student Accessibility Services

Internal: Students, staff, faculty

External:

- General public
- IDIA (Inter -University Disability Issues Association)
- NOAT (Network of Assistive Technologists)
- Software and Hardware Vendors
- Publishing companies

MATERIALS UTILIZED:

- Office Equipment
- Desktop, laptop, computer peripherals, printers (network or personal)

- Windows and Mac operation systems
- Assistive Software (e.g. Everway, Inspiration, Jamworks, , Mindgrasp, Grammerly, MS Accessibility tools)
- Assistive Devices (e.g. scanners, data projectors, personal digital assistants, Smartphones, personal FM systems, microphones, smart pens, audio recorders, rocket book)

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Works in an office setting,
- Little physical exertion, with some bending and lifting in the case of setting up equipment
- Some walking to various locations and moving of computer equipment may be necessary, but requiring minimal physical effort
- Pleasant office surroundings

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