COLLEGE OF
THE ROCKIES

CUPE JOB DESCRIPTION	

WORKING TITLE:	COTROnline Helpdesk Technician	**DATE PREPARED:**	**22 June 2020**
		REVIEWED:	
DEPARTMENT:	Teaching & Learning Resources	**POSITION STATUS:**	**Term, F/T**
		POSITION NUMBER:	191
LOCATION:	Cranbrook		

SUMMARY OF RESPONSIBILITIES

Reporting to the Director, Teaching & Learning Resources, this position works closely with Education Technologists, and other members of the Teaching & Learning Resources Department, to provide tier 1-2 technical support services to end users of COTROnline/Moodle, the College of the Rockies learning management system (LMS), and other education technologies as appropriate.

KEY DUTIES & RESPONSIBILITIES *(list the key 7 – 10 in descending order of importance)*

1. Respond to inquiries, questions, and problems in a timely, customer-focused fashion.

2. Document questions as necessary and determine appropriate resolutions. Troubleshoot, support and resolve LMS technology related issues for all students enrolled in courses that utilize the COTROnline LMS.

3. Train and coach faculty, staff and students in the use of education technology.

4. Provide personalized customer service for faculty and students to support teaching and learning goals, in-person and via telephone, email, MS Teams, etc. as appropriate.

5. Generate user accounts on the LMS and provide course access information to students and faculty.

6. Update user accounts to reflect changing profile information, course information, and user status.

7. Forward complex issues to appropriate tier 2-3 support personnel (Education Technologists) in a timely and professional manner.

8. Develop and maintain a troubleshooting, Q&A knowledge base for support of users.

9. Redirect program, course and registration inquiries as appropriate; help with AccessCOTR login issues.

Other Related and Reporting Duties:
- Inform Education Technologists, and/or Manager, of recurring issues that may indicate design and implementation issues or training needs
- Communicate new issues/resolutions to COTROnline team members
- Where required assists members of Library or Media Services unit
- Maintain awareness of changes occurring/coming to COTROnline and Moodle including hardware, software, networks, and new functions
- Uses distance technologies to effect solutions for remote users.
- Other related duties as required

DECISION MAKING
- Identify student access and user issues, and prioritize as required
- Identify priorities and establish deadlines to meet the changing demands of the position
- Determine temporary resolutions for problems that require more time for a permanent solution.

POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE
- Information, Instructional Design or Computer Technology Diploma or similar combination of education and experience
- Minimum 2 Years related experience providing technical and user support with learning management systems or comparable technologies
- Good technical knowledge of Microsoft operating systems and applications
- Ability to process complex technical information and determine proper solutions
- Strong listening and analytical skills required to resolve issues and provide quality customer support
- Experience training and/or learning in an online learning environment preferably using LMS technology
- Ability to guide and advise students, faculty and staff on the use of the LMS (COTROnline) and related education technologies
- Well developed and proven time management, multi-tasking, and organizational skills
- Excellent written and oral communication skills and the ability to establish good working relationships with culturally, linguistically, and technically diverse people
- Ability to demonstrate leadership in meeting user needs. Good judgement, strong problem-solving skills, the ability to work independently and prioritize in a fast-paced, multi-cultural, multi-lingual, academic environment with many interruptions, in a friendly and efficient manner
- Ability to visualize and trouble-shoot software and hardware related issues at a distance, for users with varying degrees of technical expertise
- The ability to communicate effectively with faculty, staff, and students who have limited technical knowledge and to generate enthusiasm for and engagement in the use of new technologies
- Knowledge of MS Office Suite (including Microsoft Office 365) and other college support application software, in order to support students, faculty and staff
- Knowledge of web design and html code
- Proficient with the use of the internet as a research and trouble-shooting tool

POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS

Physical and Mental Effort:
- Long periods of time sitting in front of computer responding to email, researching solutions, trying solutions
- Ability to follow procedures, processes while also able to improvise in a quick moving, highly demanding public facing position
- Use of analytical skills in problem solving

- Concentration is required despite environment of constant interruptions, noise and lack of privacy
- Ability to respond to and support individuals in highly stressful situations, on short notice, with a wide range of front-line help desk duties
- Ability to adapt to changing technology and technological requirements

Work Environment:

- Post-secondary office environment
- Occasional travel may be required off site and to other campuses.
- Shared office space
- Interruptions are considerable and on-going; multi-tasking and ability to focus are required
- Much of the work is online or on the telephone
- Duties are performed indoors
- May include work hours outside the regular workday, either in person or online and may include working alone at times
- Requires both independent and teamwork

Safety Requirements:

- Conflict resolution training and or experience
- An understanding of basic network security issues and appropriate use of technology in a teaching and learning environment
- Familiarity with FOIPPA and privacy of personal information within the British Columbia and post-secondary context
- Fire drill and lockdown training
- Use of proper lifting procedures
- Ability to determine when to contact security

Describe the minimum qualifications and specifications required of the position in order to perform the role competently. (The focus is on the position, not the person or their performance).

ESSENTIAL	DESIRABLE
Formal Education: Computer Technology Diploma, or Information Technology Diploma OR Instructional Design Diploma from a recognized institution or combination of education and relevant work experience • Training in the management and use of Moodle or similar LMS • Formal training with Microsoft Office products and Windows environment	• Bachelor's Degree in Education; Educational Technology, Instructional Technology, Information Technology, Computer Science w/ Web Design or related fields
Related Work Experience: • Minimum 2 years experience providing tier 1 or 2, end user technical support in an online learning environment • Two years working with learning management systems • Technical support/help desk experience	• One year or more supporting students and faculty in the Moodle learning management system • One year or more providing training for adult learners • Technical writing for internet applications • Experience with BC privacy legislation within post-secondary context
Problem Solving and Complexity: - • Ability to multitask and prioritize rapidly changing and unpredictable work demands • Ability to problem solve effectively and efficiently, both at a distance and in-person • Excellent interpersonal and conflict resolution skills, including experience responding to agitated and ambiguous customers • Ability to work independently and with initiative • Well-developed critical thinking, analytical, and organizational skills • Demonstrated ability to adapt quickly to new technologies and processes	• Significant knowledge of the LMS, its technical specifications, its pedagogic applications, and its integration with the college's academic plan
Computers/Technology/Specialized Equipment • Proficient with learning management software • Proficient use of MS Office Suite, MS Outlook or similar, and file management • Familiarity with a variety of devices, operating systems, and internet browsers (Windows 10, 8.1, and earlier, OS 10.xx), MAC, tablet, smartphones, Firefox, Internet Explorer/Edge, Chrome, Safari, etc.)	• Experience with Adobe Products • Knowledge of how technology is used in classroom environments • Experience with Moodle LMS • Experience with HTML, HTML5, and CSS • Experience with SQL and database structures • Familiarity with open source software applications

• Familiarity with HTML and SQL • Experience using web-conferencing platforms • Familiarity using video software and hardware, AV software and hardware and streaming applications on a variety of computer equipment	• Proven ability to support a variety of office software including MS Office Suite • Familiarity with a variety of internet applications • Experience using and trouble-shooting video software and hardware, AV software and hardware, and streaming applications on a variety of computer equipment and peripherals including tablets, mobile devices, and smart boards
Communication and Interpersonal Skills: • Excellent interpersonal and customer service skills • Proven ability to deal effectively with multicultural, multi-lingual, multi-generational customers • Excellent written and oral communication skills • Ability to clearly communicate technical solutions to a non-technical audience • Ability to work as part of a team -	• Experience working with and training adults • Training in dealing with difficult clients • Demonstrated capability for public speaking and group presentations to be able to deliver orientations and trainings • Ability to present the college well to potential students, since this position is often their first point of contact

REVIEWS and APPROVALS

EMPLOYEE SIGNATURE:	DATE:
The employees signs off the job description during final review/discussion with the manager/supervisor.	

MANAGER/SUPERVISOR SIGNATURE (APPROVAL):	DATE:
The manager/supervisor signs off (approves) the job description after final review/discussion with the employee.	