



## CUPE JOB DESCRIPTION

**WORKING TITLE:** Education Technologist      **DATE PREPARED:** APR 17, 2008  
**REVISED:** OCT '17/NOV '19/AUG '22

**DEPARTMENT:** Education Technology Centre      **POSITION STATUS:** Regular, F/T      **LEVEL:** 6

**LOCATION:** Cranbrook      **POSITION NUMBER:** 129

### SUMMARY OF RESPONSIBILITIES

Reporting to the Dean of Innovation, this position manages the College's digital learning platform for online, hybrid, and remote learning operations for College of the Rockies' main and regional campuses. The position ensures the smooth functioning of the College's Learning Management System (LMS) for all staff and students. It requires management of multiple software platforms and coordinating institutional efforts with several senior managers including the Registrar, Director of IT, and Deans. Additionally, this position provides tier 1, 2, and 3 technical support for the LMS and its users. This includes technical training and support for COTR students, faculty, and staff in the application of instructional technology. These roles are mission critical in maintaining access to the LMS software for students and faculty and supporting the College's strategic and academic plans for continuous quality improvement, increased student success, enhancing the learning and working environment.

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

#### 1. Critical Systems Management and Oversight

- Oversee the smooth operation of mission critical day-to-day functional operations of the LMS systems for all College campuses. Must be able to manage service interruptions quickly and transparently across campus to mitigate and minimize interruptions to LMS functionality. The position is entrusted with problem solving and decision making that requires significant independence, while also requiring frequent and clear communication with managers.
- Responsible for mission critical integration of student information management systems with the LMS, ensuring that students, faculty and coordinators are accurately associated with semester by semester.
- Updates and manages course pages and student enrollment with the ILP ensuring students are enrolled in appropriate sections. Must proactively work with Departments and Registrar's Office/Enrollment services to maintain the frequently shifting section developments at the beginning of every semester.
- Responsible for handling regular data feeds between the LMS and other information systems such as the student information systems (Office of the Registrar), Information Technology services and applications, and the front-facing website for clients (students and staff). This ensures that students and faculty can work uninterrupted within the online teaching environment.
- Serves as the subject matter expert and an advisor on LMS functionality for the Dean of Innovation, Director of IT Services, the Registrar, and other key stakeholders.
- Creates, maintains, and updates LMS management infrastructure for consistent and reliable user experience.
  - This includes documenting, operationalizing, and maintaining testing and development plans for maintenance and operational changes to the LMS
  - Implementing testing, development (staging), and production platforms of the LMS
  - Identifying, and consulting with senior stakeholders, to establish standard tools and features of LMS operations for the best learning experiences for students

## **2. LMS Project Management**

- Inputs required data, performs quality control processes, performs data analysis, and prepares customized and regular reports for audit requests. Problem solves for gaps in quality control issues. Is able to identify pertinent information and manage the LMS database for queries that can improve services, identify critical weak points/bottlenecks, and can assist Sr Management (e.g. Deans, Registrar, VP Academic) with improving student success.
- Is solely responsible for establishing, developing, and maintaining an up-to-date team Standard Operating Procedures (SOP) file. Consistently maintains appropriate documentation and file versions of all SOPs. Is responsible for following the SOP guidelines.
- Takes a project-management approach to LMS management; this includes: defining scopes of LMS operational changes/updates; preparing stakeholders with change management best practices; consulting with management; testing; rolling out; and concluding projects; documenting and filing for quality improvement.
- Maintain contact with Provincial managers at BCNET and BCCampus to stay abreast of changes that impact the LMS. Be current with LMS updates and provide regular updates to Dean of Innovation, Teaching and Learning and Director of Information Technology. Research and be proactively prepared to implement solutions to potential and current problems that will impact LMS functionality.
- Ensure LMS privacy settings are correct and reflective of college, provincial, national, and international standards and legislation.
- As projects come about, work with external vendors to test, install, and implement software to improve functionality. Work with Dean and other stakeholders on developing a communication plan.
- Participate in as-assigned college and provincial committees related to the administration and support of the LMS and e-learning.

## **3. Educational Technology Support:**

- Provide tier 1, 2 and 3 support for the LMS. Resolve individual user issues; determine when temporary solutions are required until more permanent solutions can be implemented; implement permanent solutions whenever possible.
- Provide ongoing support and assistance to students, faculty, staff and external partners in the use of educational technology applications and classroom equipment.
- Provide faculty with input on the appropriate information technology tools that may best serve student learning
- In collaboration with the Instructional Specialist, provide training and ongoing support and assistance to students, faculty, staff and external partners in the use of the LMS.
- Develop tutorials and self-help materials to support faculty and students using the LMS.
- Review and update LMS frontpage information to meet changing user and campus needs and maintain consistency with college website and branding.
- Survey and report on technology usage, user satisfaction, and training requirements; make changes and adopt strategies to address identified deficits.

## **4. User Management**

- Generate user accounts on the LMS and provide course access information to students and faculty
- Update user accounts to reflect changing profile information, course information, and user status.
- Respond to inquiries, questions, and problems in a timely, customer-focused fashion.
- Document questions as necessary; determine and implement appropriate resolutions; develop and maintain a troubleshooting, Q&A knowledge base for support of users.
- Redirect program, course and registration inquiries as appropriate; help with AccessCOTR login issues.

## **5. Workshops and Support Materials**

- Provide top-level orientation and instruction on using the college's LMS to groups of faculty and students as well as one-on-one in-depth training.
- Train faculty, staff and students in the use of education technology and its applications.
- Set up course evaluations and provide results to department heads
- Provide user information and data in the event of grade challenges or faculty activity inquiries.

## **6. Support the Functions of the Larger Unit**

- Proactively identify opportunities for integration and support of eLearning into the larger mission of the Centre for Innovation.
- Working closely with the Dean, Innovation in Teaching and Learning, provide recommendations regarding resource and staffing needs required to provide appropriate user support, address workload issues, project support, and vacation coverage.
- Participate in the College level events and activities (e.g., PD Days Planning Committee, PD Days, etc.)
- Provide information and advice to management, faculty, staff, students, and the BCNet Moodle and Kaltura Working Groups.

## **Duties shared between Instructional Specialist and Teaching and Learning Specialists (from Teaching and Learning Specialist job description)**

- Consult with instructors to identify resources and strategies for impactful online learning
- Support instructors while transitioning teaching and learning activities to online/distance delivery (redirecting or assisting in troubleshooting technical problems with the LMS, assisting with alternative assessment and evaluation strategies, experimenting with new interactivity options, etc.)
- Evaluate LMS training, course development and overall effectiveness
- Provide prompt ongoing support for online/distance faculty and students
- Assist in the overall support and promotion of eLearning initiatives
- Periodically review website and other online/distance course advertising for accuracy Communicate the goals and objectives of the Centre for Innovation in Teaching and Learning to the College community
- Promote increased adoption of technology-enabled teaching and learning.

## **ONGOING DECISION MAKING**

- Identify priorities and establish deadlines to meet the changing demands of the position(s), including balancing immediacy of need against overall workload in an environment of constantly shifting demands.
- Identify and initiate processes to encourage and facilitate adoption of appropriate education technologies.
- Identify and initiate processes, including training and workshops, to improve the user experience and user support.
- Carry out updates & maintenance of the LMS, both scheduled and unscheduled events
- Evaluate and implement LMS tools and resources and evaluates, recommends and/or implements other technology resources.
- Define the physical design for the LMS frontpage, Dashboard, and course frames. In consultation with key stakeholders, decide best avenues to format of the LMS display and what materials and resources should be included.

## **POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE Education & Experience**

- Bachelor's degree in Education; Educational Technology, Instructional Technology, Information Technology, Computer Science w/ Web Design or related fields. Master's Degree preferred.
- Minimum of 2 years' related experience working with learning management systems
- Minimum of 2 years' experience providing user support.
- Certificates in SQL, database management, CSS website development, universal design in digital information, and other relevant technical support fields a plus
- Experience teaching and or learning in an online learning environment
- Ability to guide and advise students, faculty and staff on the use of education technology and the LMS
- Ability to make recommendations to students, faculty and staff on the best options to support their learning or teaching goals
- 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
- Strong listening and analytical skills required to resolve issues and provide quality customer support
- 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.
- Experience coordinating projects with a proven ability to establish priorities, identify tasks, coordinate the activities of project participants and report on the status of a project.
- Knowledge of the curriculum design process.
- Knowledge of MS Office Suite and other college support application software, to support students, faculty and staff
- Knowledge of web design and html code
- Initiative to actively seek knowledge about technology trends, pedagogic trends and the software and equipment needed to implement those trends that will benefit the college community.

## **POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS**

### ***Physical and Mental Effort:***

- Duties require sitting for extended periods and performing repetitive motions (mouse, keyboard) for long periods of time
- Duties require reaching and awkward angles at times when providing one-on-one training.
- Exceptional attention to detail is required.
- Concentration is required despite environment of constant interruptions, lack of privacy and noise
- Need to switch rapidly between tasks in response to help requests.
- Often front-line position – potential for conflict
  - Students and faculty trying to meet deadlines or unable to access course materials and activities
  - Students unable to register, access COTROnline website, college email, etc.
  - Potential students looking for course/program information
- Ability to adapt to changing technology and technological requirements.
- Ability to handle multiple projects and reprioritize as necessary. • Use of analytical skills in problem solving
- Duties are performed indoors.

### ***Work Environment:***

- 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.
- May include work hours outside the regular workday, either in person or online.
- Self-directed in a busy work environment
- Requires both independent and teamwork
- Occasional travel may be required to regional campuses
- Working alone summers, weekends, and evenings

### ***Safety Requirements:***

- Use of proper lifting procedures
- Ability to determine when to contact security
- Understands and adheres to procedures regarding working alone

## COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS

***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).***

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p><b>Formal Education:</b> Bachelor’s Degree in Education; Educational Technology, Instructional Technology, Information Technology, Computer Science w/ Web Design or related fields.</p>	<p>Formal coursework in new media, computer science, or other areas of information or education technology. Certificates or diplomas in relevant technical support areas highly desirable.</p>
<p><b>Related Work Experience:</b></p> <ul style="list-style-type: none"> <li>• Two to three years working with learning management systems.</li> <li>• Technical support/help desk experience.</li> <li>• Technical writing for internet applications.</li> </ul>	<ul style="list-style-type: none"> <li>• One year or more supporting students and faculty in the Moodle learning management system.</li> <li>• One year or more providing training for adult learners.</li> </ul>
<p><b>Problem Solving and Complexity:</b></p> <ul style="list-style-type: none"> <li>• Able to solve complex institutional-wide issues that involve multiple academic/administrative departments and extremely specialized software platforms.</li> <li>• Able to make well-informed independent decisions that have long term consequences with college-wide implications. Mission critical ramifications for incorrect decisions.</li> <li>• Responsible for ensuring daily functioning of key college operations in a team environment. Can act as leader when required but can also work in a service capacity to ensure work is complete.</li> <li>• Ability to proactively prioritize rapidly changing and unpredictable situations that arise from highly sensitive operations with campus operations.</li> <li>• Strong database (SQL) analytical skills for making sound judgement decisions and recommendations.</li> <li>• Ability to solve issues with LMS operations. Can connect the LMS technical specifications, its pedagogic applications, and its integration with the college’s academic plan.</li> <li>• Ability to problem solve effectively and efficiently in a rapidly shifting institutional environment.</li> <li>• Capable of finding solutions for unexpected situations and identifying new ways of doing things to meet changing demands.</li> <li>• Excellent interpersonal and conflict resolution skills that enables one to respond effectively and appropriately to high pressure situations.</li> <li>• Develop institutional and unit guidelines, documentation. Establishes practices to operate, maintain functionality,</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with formal database management at an institutional level.</li> <li>• Ability to apply User Experience (UX) best practices to improve faculty and student engagement with the LMS.</li> <li>• Documented experience with connecting educational best-practices and LMS operations.</li> <li>• Experience conducting research to support educational initiatives.</li> </ul>

<p>and document standard operating procedures that continuously improve LMS operations.</p> <ul style="list-style-type: none"> <li>Capable of researching, analyzing, and evaluating new technologies for potential applications in instruction.</li> </ul>	
<p><b>Computers/Technology/Specialized Equipment:</b></p> <ul style="list-style-type: none"> <li>Proficient with learning management software, SQL database management, HTML5, Pearl, and Java</li> <li>Proficient use of MS Office Suite, MS Outlook or similar, and file management.</li> <li>Familiarity with a variety of devices, operating systems, and internet browsers (Windows XP, Vista, 2000, etc., MAC, tablet, smartphones, Internet Explorer/Edge, Chrome, Safari, etc.)</li> <li>Experience using web-conferencing platforms.</li> <li>Demonstrated ability to adapt quickly to new technologies and processes.</li> <li>Familiarity using video software and hardware, AV software and hardware and streaming applications on a variety of computer equipment</li> </ul>	<ul style="list-style-type: none"> <li>Experience with Moodle LMS</li> <li>Familiarity with open source software applications</li> <li>Proven ability to support a variety of office software including MS Office Suite.</li> <li>Familiarity with a variety of internet applications.</li> <li>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, smart boards.</li> </ul>
<p><b>Communication and Interpersonal Skills:</b></p> <ul style="list-style-type: none"> <li>Excellent customer service skills – tact, diplomacy, discretion, motivational.</li> <li>Proven ability to deal effectively with multicultural, multi-lingual, multi-generational customers.</li> <li>Excellent interpersonal skills.</li> <li>Ability to maintain confidentiality and diplomacy.</li> <li>Excellent communication skills – written, oral, and presentation.</li> <li>Capable of influencing decisions and opinions to increase the integration of education technologies in the learning process.</li> <li>Ability to communicate technical solutions, enthusiastically, to a non-technical audience.</li> <li>Ability to work as a team member and on committees.</li> </ul>	<p>Experience working with and training adults.</p> <ul style="list-style-type: none"> <li>Training in dealing with difficult clients.</li> <li>Demonstrated capability for public speaking and group presentations to be able to deliver orientations and trainings.</li> </ul> <p>Ability to present the college well to potential students, since this position is often their first point of contact.</p>

REVIEWS and APPROVALS

<p><b>EMPLOYEE SIGNATURE:</b></p>	<p><b>DATE:</b></p>
<p>The employee signs off the job description during final review/discussion with the manager/supervisor.</p>	

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