Job Description

Job Title: Computing Consultant (Learning Environment Training and Support)
Department: Information Systems & Technology (IST)
Reports To: Learning Environment Supervisor
Jobs Reporting: None
Salary Grade: USG 9
Effective Date: July 2019

Primary Purpose

(LMS: Learning Management System)
Reporting to the Learning Environment Supervisor in IST’s Instructional Technologies and Media Services (ITMS) group, this IST Computing Consultant is part of the Learning Environment support team. The incumbent is responsible for providing technical support to instructors, students and staff using the online learning environment (in July 2019, the environment is named Waterloo LEARN and uses D2L Brightspace software) and other learning technologies that supplement the online learning environment, available to the entire University community. The extended LMS support team spans multiple departments, including individuals in IST, the Centre for Teaching Excellence (CTE), and the Centre for Extended Learning (CEL).

Key Accountabilities

**Technical Expertise and Feature Usage**
- Provides technical expertise on the LMS features
- Uses elevated System Admin access to systems within their support
- Provides technical expertise for specialized learning tool(s) that add functionality to LMS
- Understands basic pedagogical factors for the tools within and outside the LMS

**Problem Solving**
- Debugs and diagnoses problems, and provides appropriate responses to user community (solutions, workarounds, and alternate mechanisms, reporting to vendor, follow-up, tracking, proactive solutions for recurring problems or menial tasks)
- Troubleshoots support tickets from user community

**Support**
- Implements support structure: establishes work flows for support triage; maintains knowledge base and associated process rationale
- Provides support for added functionality to the LMS (formal “integrations” and use of supported cloud services) along with other team members;
- Assists with testing of monthly vendor (D2L) Continuous Delivery updates and provides recommendations on adoption of changes to stakeholder operations committee
- Participates in development of LMS courses offered to instructors and course support staff (TAs, instructional support, graduate students and other lecturers, etc.);
- Participates in delivering courses in the training programs;
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- Helps to develop training for other areas of expertise.

**Communication**
- Provides clear and effective written or oral responses for problem resolution
- Communicates technical (issues, fixes, processes) at various levels of technical acuity to a varied user base.
- Determines and sets up best channels for using social media to deliver communications about the LMS (events, problem reports, evolution of services, etc.)

“All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

**Required Qualifications**

**Education**
- University degree in a related field or equivalent education and experience.

**Experience**
- Minimum 1-3 years of proven excellence in support and troubleshooting of learning technologies, browser support and basic network issues. Experience with the LMS environment in use at Waterloo is an asset.

**Knowledge/Skills/Abilities**
- Must be able to quickly develop skills in the instructional technologies for which they will provide support.
- Must be able to address multiple tasks with conflicting deadlines effectively and assess priority activities that need greater urgency, within a busy and dynamic environment.
- Proven experience with responsibilities and accountabilities of using privileged System Admin access to systems, to maintain integrity of the system and its data.
- Understanding of a university environment with demonstrated ability to deal with staff, faculty and students with tact and diplomacy is a significant asset.
- Must have excellent written and oral communication skills, for providing training, documentation (including web), and professional responses to service requests.
- Capacity to work well independently, as well as collaborate with team members

**Nature and Scope**
- **Contacts:** Staff, faculty, students.
- **Level of Responsibility:** The LMS and associated tools provide the online facilities available for the entire uWaterloo course offering. IST provides support for the core LMS technology services, and supports the use of the system in conjunction with the CTE Faculty Liaisons, CEL, and in collaboration with other departments such as the Library and Bookstore. Within ITMS, the personnel providing support to the LMS share the client support and specialize in particular areas.
- **Decision-Making Authority:** Responsible for making LMS configuration recommendations for ongoing updates (Continuous Delivery), for review by operations group. Independently problem solves,
troubleshoots and communicates critical information to user community, escalating to supervisor or liaising with other IST areas for complex issues.

- **Physical and Sensory Demands:** Employees work in an environment that requires quick response to client problems and requests regarding the LMS and learning technologies environment.
- **Working Environment:** Learning Environment support personnel in ITMS share in providing help through a common email help queue and shared phone line. Personnel must be able to perform concurrent tasks with interruptions to the normal flow of work. Must be able to work independently and as part of a support team in a busy environment. Is available for core hours, such that the team covers the University’s regular working hours.