

## Job Description

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<b>Job Title:</b>	Computing Consultant, Learning Environment Specialist
<b>Department:</b>	Information Systems & Technology (ITMS Group)
<b>Reports To:</b>	Learning Environment Supervisor
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	November 2019

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### **Primary Purpose**

Reporting to the Learning Environment Supervisor in IST's Instructional Technologies and Media Services (ITMS) group, this IST Computing Consultant - Specialist is part of the Learning Environment support team. The incumbent is responsible for providing technical support to instructors, students and staff using the Waterloo online learning management system (LMS, currently called Waterloo LEARN) and its extended tools environment, as well as the point person for specialized learning tools that add functionality to the LMS. The online course system is available to the entire UW community. Its 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
- Provides technical expertise for specialized learning tool(s) that add functionality to LMS
- Understands basic pedagogical factors behind the tools within and added to the LMS

#### **Problem Solving**

- Coordinates support for the area of specialization in which they are identified as the functional expert while continuing to provide back up for the general areas of support
- Debugs and diagnoses problems, and provides appropriate responses to user community (solutions, workarounds, reporting to vendor, follow-up, tracking, proactive solutions for recurring problems or menial tasks)

#### **Support**

- Identifies support materials requirements for specialized tools under their support (e.g., documentation, knowledge base), creates those as required, and determines the best forum to deliver those
- Implements support structure (e.g., ticket queue): establishes workflows for support triage, associated process rationale
- Develops training materials for areas of expertise
- Coordinates feedback from uWaterloo community as a continuous cycle of improvement and enhancement to specialized tool(s)

#### **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.

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- Coordinates and participates in information sharing sessions with other institutions using the same LMS and specialized learning tool(s)
- Liaises with third party vendor in support of specialized tools, reporting problems and coordinating support

### **Leadership**

- Coordinates upgrades for specialized software by assessing impacts of change, organizing testing, and so on
- Brings forward issues for discussion and resolution in a group, articulating and identifying the relevant factors in the issue

*\*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 year of proven excellence in support and troubleshooting of learning technologies, browser support and basic network issues; preferred 3 years of experience. 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 areas within the LMS.
- **Decision-Making Authority:** Responsible for making LMS configuration recommendations for ongoing updates (for example, for LMS 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.

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- Primary point person for specialized learning tools beyond the LMS and responsible for providing leadership and expertise in the configuration and use of the tool by the campus community.
- **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:** Employees work in an environment which quick response to client problems and requests regarding the LMS and learning technologies environment. Learning Environment support personnel in ITMS share in providing help through a shared 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