

Job Description

Job Title:	Learning Technologies Analyst
Department:	Centre for Extended Learning
Reports To:	Support Team Manager
Jobs Reporting:	N/A
Salary Grade:	USG 8-11
Effective Date:	November 2019

Primary Purpose

The Learning Technologies Analyst (LTA) has foundational knowledge in a range of Educational Technologies which is used for providing operational support for the full lifecycle of both credit and non-credit fully online/technology-enabled courses developed by the Centre for Extended Learning (CEL). The incumbent will be responsible for time sensitive technical service desk support, front-line relationship management, and providing exceptional service to all stakeholders including students, instructors, TAs, CEL Systems team and CEL Staff. The LTA will coordinate development and delivery support activities with other service departments across campus including Instructional Technologies and Media Services (ITMS) and Centre for Teaching Excellence (CTE). Further, the LTA will investigate and advise on the appropriateness of current and future educational technologies to the Systems team and course development team within CEL. Additionally, the LTA will use his/her knowledge of information and computing technologies to ensuring a stable, secure and modern computing work environment within CEL.

Key Accountabilities

Technical support – fully online/technology-enabled course delivery

- Manage in-term technical support for students and faculty in fully online/technology-enabled courses across all departments.
- Advise internal and external stakeholders on a wide range of current and future educational technologies that support fully online/technology-enabled learning environments.
- Coordinate, implement and support technical operations of the online learning environments including the UW Learning Management System (LMS) and the CEL Content Management System (CMS).
- Implement IT service management (ITSM) best practices.
- Apply Information Technology Infrastructure Library (ITIL) continuous improvement model for Service Desk operations.

Educational technology consulting – course development

- Advise on suitable educational technologies during the fully online/technology-enabled course development activities.
- Consider the support/systems implementation implications during course design, which will affect technical support during delivery.
- Collaborate with course production teams, instructors, quality assurance specialists, learner support services and relevant external stakeholders with respect to implementing new technologies, support services and projects.
- Represents student and instructor interests at groups and projects internally and externally.
- Contribute to change management activities related to educational technology.

Job Description



- Investigate and evaluate new/cutting edge educational technologies for use in online/technology-enabled course delivery.
- Technical Support – hardware/software and computing**
- Manage the deployment, upgrades, updates, patches, accessories and recovery of hardware/software assets.
 - Manages, monitors, plans and reports on hardware/software asset inventory to support management decisions and budgetary planning.
 - Assess and recommend upgrades, replacements or repairs based on current and projected needs.
 - Plan, deploy, manage and support vendor centric software licensing in consultation with central Information Systems and Technology (IST) unit.
 - Diagnose, coordinate, track, resolve and escalate client-initiated support tickets in collaboration with the IST helpdesk.
 - Streamline existing processes and recommend new to ensure a stable, secure and modern computing work environment.
- Training and documentation – educational technologies**
- Liaise with course production teams and instructors to assess their educational technology training needs.
 - Coordinate requirement analyses and development of training solutions based on appropriate technologies and services.
 - Conduct staff training on IST hardware/software usage policies and industry best practices.
 - Conduct training on required/new technology tools and services for CEL staff and faculty campus wide.
 - Document user manuals, training manuals and FAQ for new technologies/services and proactively update existing to ensure integrity, accuracy and relevance.

**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

- An undergraduate degree in computer science, information systems, software engineering or related discipline; or
- A post-secondary diploma in computer science, information systems, software engineering or related discipline combined with relevant industry certification (e.g. CompTIA A+, CompTIA N+) and 5 years of relevant experience in industry or academic institutions

Experience

- 2-5 years of experience with a proven record of accomplishment in supporting fully online/technology-enabled learning.
- At least 2 years of experience supporting a Learning Management System (LMS), such as Moodle, Brightspace and Canvas, through a helpdesk software or support ticket system.
- Experience in supporting Maplesoft, Mobius, Matlab and MathWorks will be highly sought after.
- Hands-on experience with new and emerging educational technologies including learning/content management systems, SIS, online collaboration software, various hardware formats and multimedia technologies in general.

- 2-5 years of industry experience with technical helpdesk and client service activities in relation to hardware/software support.

Knowledge/Skills/Abilities

- Intermediate to expert level skills in managing course delivery using LMS/CMS.
- Intermediate to expert level skills in using helpdesk software such as Request Tracker (RT), JIRA etc.
- Experience in supporting collaboration tools (e.g. Adobe connect, Bongo), identity management tools, CRM systems and e-portfolios (e.g., PebblePad).
- Skills in using Wiki, Confluence, Office 365 for documentation.
- Willingness to proactively and independently learn and master new technologies in response to needs.
- A broad and current awareness of the practical effectiveness and viability of educational technologies currently in the market.
- Experience in using browser testing tools (e.g. BrowserStack, Cross Browser Testing).
- Must be a team player with superior work ethic, initiative, and the ability to work independently with minimum supervision.
- Excellent verbal and written communication skills, organization skills and time management. Good 'people skills' for building relationships with colleagues at all levels. Familiarity with SharePoint is an asset.

Nature and Scope

- **Contacts:** CEL's course development teams, systems team, ITMS LMS Support Team, Registrar's Office, Institutional Analysis and Planning, SIS team, faculties, departments, vendors.
- **Level of Responsibility:** Ensure that exceptional service is provided at all times in a timely manner to all internal and external stakeholders of CEL; must be able to work independently with minimum supervision while collaborating effectively in a team environment.
- **Decision-Making Authority:** Makes independent decisions on whether to handle inquiries and/or resolve issues internally or to redirect/escalate as appropriate. Recommend new and promising technologies which could be used in the delivery of CEL supported courses. Upon learning of new IT initiatives or changes to existing IT environment, make decisions as to which stakeholders need to be informed, and when. Create and maintain support documentation and FAQ.
- **Physical and Sensory Demands:** Must be able to focus on data and screens for extended period, while maintaining near perfect accuracy and attention to detail. Much of the time is spent sitting in a comfortable position with frequent opportunity to move about. Located in a comfortable indoor area. There is a frequent need to give close attention to various stimuli such as written material and information given verbally to co-workers.
- **Working Environment:** The work is varied. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy. As we work in a production environment that thousands of users depend on hourly, occasional "crisis" events might require being on call, working outside normal working hours and/or weekends.