

## Job Description

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<b>Job Title:</b>	Learning Environment Supervisor
<b>Department:</b>	Information Systems & Technology
<b>Reports To:</b>	Director, Instructional Technologies & Media Services (ITMS)
<b>Jobs Reporting:</b>	Computing Consultant (Learning Environment Specialists)
<b>Salary Grade:</b>	USG 13
<b>Effective Date:</b>	January 2022

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### **Primary Purpose**

The Instructional Technologies & Media Services (ITMS) mandate is to maintain and evolve central teaching and learning facilities and to offer technical assistance and services to help enhance course content and delivery in the classroom and online. The Learning Environment Supervisor is responsible for overseeing day-to-day service operations and staff supervision in ITMS's Learning Environment (LE) group, and for support responsibilities of his/her own. The Supervisor works closely with the Director on planning for the LE area. The technology-enabled learning systems supported by this area are available to the entire uWaterloo community. The LE support team works collaboratively with other groups in IST, and with other uWaterloo groups that support technology-enabled learning, in particular the Centre for Teaching Excellence (CTE) and Centre for Extended Learning (CEL), also the Library, Bookstore, the Faculties, Office of the Registrar, and other departments.

### **Key Accountabilities**

#### **Technical Expertise of learning environments**

- In-depth knowledge and experience with centrally supported learning environments, especially the current learning management system. The learning environment also contains tools such as an ePortfolio platform, plagiarism systems, and peer assessment to name a few.
- Research and collaborate with LE partners and Director to understand the impact of changes and trends in the learning environments, in alignment with the University's goals and strategies
- Collaborate with integration partners to ensure appropriate learning environment integrations to other information systems

#### **Client Support**

- Implement and evolve appropriate technology support model for learning environments
- Coordinate and take part in training programs
- Coordinate and contribute towards documentation and frequently asked questions
- Collection of requests for new feature requests and for bug fixes for existing services
- Communication of new feature requests and bugs to vendors and/or developers
- Tracking, investigating, recommending, and implementing new tools and services

#### **Oversee provision of learning environment services**

- The LE group is staffed by technical and professional personnel and is responsible for the central technology facilities and related services that provide the technological learning environment in which teaching and learning take place at the University -- that is, the commonly shared environments in which the University conducts one of its two core businesses. These spaces rely on a multitude of technologies that are used by professors, instructors, instructional designers, and

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others in the creation and delivery of learning activities and materials, and by students as part of their learning environment. ITMS is responsible for the University's on-line learning platform (known now as Waterloo LEARN), including technology infrastructure and all aspects of service delivery

- Work with Director and ITMS partners to plan and lead projects to evolve the facilities maintained and supported by the LE group, in keeping with the goals and missions of the University
- Ensure appropriate campus-wide communications about learning technology tools
- Collaboration with other instructional technology groups to plan for activities and services (for example, liaise with the instructional support staff in Centre of Extended Learning (CEL) and Centre Teaching Excellence (CTE))
- Track activities in the LE area for reporting and planning purposes, providing to the Director agreed upon statistics on support and tool usage
- Implement lifecycle management of services
- Advise the Director of ITMS on guidelines for services, policies, etc.
- Participate in IT projects as needed

### **Liaison/Relationships**

- Build and maintain working liaisons with University faculty, administration, staff, students, and external service providers (vendors) as relevant to the area services
- Uphold support partnership agreements where they exist and assist in creating and maintaining new agreements, as needed
- Provide and promote collaborative support among ITMS and other IST areas and other partners in support, ensuring good communication and recommending workflow improvements, where needed
- Organize and chair regular meetings, as identified by the Director, such as the Learning Environment Operations (LEO) group
- Process general inquiries for LE facilities and services

### **Supervision of LE staff**

- Oversee the administrative needs for LE staff members.
- Investigate training opportunities and needs of LE staff
- Approve LE staff vacation requests
- Arrange appropriate backup to ensure learnings environments are appropriately supported

*\*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 or equivalent post-secondary education and/or experience required

### **Experience**

- 3+ years of progressive experience with a proven track record of achievement and success within Information Technology
- In-depth knowledge and experience with the learning environments, such as those supported by ITMS

### **Knowledge/Skills/Abilities**

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- Delegation and supervision skills
- Planning and leadership
- Communication
- Management of tasks and responsibilities within respective areas of responsibility
- Contribute towards performance reviews, recommendations for hiring, promotions, reclassifications, and disciplinary issues of assigned staff in LE group
- Exercise tact and diplomacy in directing the work of professionals within the LE group and allocate their assignments to create a productive work environment and career opportunities
- Cooperate with IST management on general issues of and activities towards
  - IST staffing
  - career paths
  - staff mobility within and among groups
  - establishment of procedures and standards
  - monitoring staff performance
  - focusing staff efforts on University goals in response to changes in technology, the University environment, and IST priorities
- Technical expertise of LE software, applications and tools
- Participate in technical initiatives, support and troubleshooting
- establish and maintain respect and confidence of IST management team and of those responsible for related facilities and services in technology-enabled learning support units throughout the University, and must work closely with them to support their efforts
- Assist in evaluating relevant new technologies
- Be familiar with, comply with, and promote the University's policies related to information systems and technology

### Nature and Scope

- **Contacts:** Facilitation, negotiation, and communication abilities to work with staff, faculty and students.
- **Level of Responsibility:** Responsible for overseeing day-to day service operations and staff supervision in ITMS's LE group, and for support responsibilities of his/her own
- **Decision-Making Authority:** In consultation with the Director, responsible for establishing and actioning priorities for the LE group.
- **Physical and Sensory Demands:** Minimal demands typical of an IT service provider in an office environment
- **Working Environment:** The work is fast paced. Tasks must be prioritized with timely and accurate results. Most duties are performed at a workstation; however, it may be necessary to work at locations on and off campus. The incumbent must accommodate, on an infrequent basis, work outside the normal operating hours, as necessary.