**Saint Michael’s College**

**Job Description**

**Job Title:** Instructional Technologist

**Department:** Information Technology

**Supervisor or Manager**: Associate Director, IT

**Date Created:** 05/03/2021 **Last Revised:** 05/03/2021

***Our Mission:*** It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

**Major Objectives:**

* Administers the College’s Zoom accounts for faculty, students, and staff as well as provides support and guidance
* Serves as the primary backup for troubleshooting and training on the Canvas LMS instance and Echo360 lecture capture system.
* Primary trainer and support for Adobe Creative Suites and Office 365.
* Collaborates with faculty, students, and staff on the use educational technology tools and design projects that will enhance the teaching and learning process.
* In collaboration with Educational Technology staff, plans, develops, markets, and offers workshops and instructional materials for faculty and students

**Essential Duties and Responsibilities:**

* Responsible for support requests that are received by phone, email, Zoom, or the College's Helpdesk ticketing system (TDX).
* Primary Zoom system administrator. Provides support to faculty, staff, and students with the use of Zoom and its various features. Provides reports on monthly on usage. Keeps up-to-date on new features and disseminates that information with Ed Tech Staff, faculty, and students on a monthly basis.
* Serves as system administration backup to both Canvas LMS and Echo360 lecture capture software. Assists with both training questions and troubleshooting technical issues for Canvas, Echo, Office 365, and other educational technology supported software.
* Supports faculty and students in the use of both Adobe Creative Suite and Office 365. Provides training, troubleshoots issues and offers guidance in best practices.
* Supervises the Circ Hub which circulates technology to students, faculty, and staff. Responsible for mainlining the LibCal inventory software associated with the circulation of technology and devices.
* Collaborates on the creation of engaging learning activities and compelling course content.
* Creates and maintains customized technical and support documentation and videos for supported educational technology tools with a primary focus on Zoom and Office 365.
* Assists with designing training workshops for faculty and staff on the use of Ed Tech tools (taking the lead role with Zoom and Office 365) as well as other supported College educational technology tools.

**Secondary Responsibilities:**

* Attends weekly IT staff meetings, periodic meetings with Associate Director of Educational Technology, and other meetings as requested.
* Assists the manager of classroom technology with the testing, troubleshooting, and installation of classroom technology.
* Provides reports on monthly on Zoom usage. Keeps up-to-date on new features and disseminates that information with Ed Tech Staff, faculty, and students on a monthly basis.
* Collaborates with Educational Technology staff on the testing, implementation, documentation, and support of both existing and new educational technology tools.
* Collaborates with Educational Technology Team members in analyzing and applying trends and best practices in learning technologies and instructional design.
* Performs other related job duties as assigned by the Associate Director.

**Positions Supervised:**

* None

**Major Contacts:**

* Associate Director of Educational Technology, Director of Information Technology, Information Technology Staff
* Educational Technology team
* Faculty
* Students (undergrad and grad)

**Demonstrates Excellence:**

* Collaborate with faculty in implementing technology that enhances learning and supports their specific pedagogy
* Is able to communicate well with faculty and students
* Thinks creatively and is able to convert ideas into reality
* Provides excellent and enthusiastic customer service and inspires others to do the same

**Requirements:**

* Experience with system administration
* Knowledge of iOS as well as Apple and Adobe software (Creative Suite).
* Must be able to work independently, as well as work as a team member, and possess excellent interpersonal, written and oral communication skills.
* Ability to demonstrate excellent problem solving, time-management, and technical troubleshooting skills
* Ability to prioritize and manage multiple tasks simultaneously
* Ability to perform and work under pressure

**Education:**

* Bachelor's Degree

**Work Experience:**

* Minimum of 1 - 3 years' experience in customer support required in a technology environment
* Experience with key educational technology tools (LMS, video conference, classroom technology) in an educational setting
* Teaching experience is a plus

**Computer/Technology Skills:**

* iOS – proficient
* Microsoft Office Suite – highly proficient
* Adobe Creative Suite – proficient
* Canvas LMS - proficient

**Licenses, Certifications and Other Requirements:**

* N/A

**Physical Demands:**

Work is often performed in a typical office environment requiring:

* Sitting in a normal seated position for extended periods of time
* Reaching by extending hand(s) or arm(s) in any direction
* Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
* Communication skills using the spoken word
* Vision sufficient to see within normal parameters
* Hearing sufficient to hear within normal range
* Limited physical effort required
* Occasionally required to lift up to 30 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**

* Available to work some evenings and weekend hours
* Must be able to work with limited supervision

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.