
MIT Job Description

Job Title: IT Generalist 1	Position Title: Instructional Technologist
Reports to: Manager of Instructional Technology	% Effort or Wkly Hrs: 40hrs/week
Department: Sloan Technology Services	

Position Overview:

The Instructional Technologist is a member of the Teaching & Learning Technologies (TLT) team within Sloan Technology Services (STS) and reports to the Manager of Instructional Technology. Our team is comprised of instructional technologists, designers, and AV specialists. Our mission is to connect MIT Sloan to best practices, resources, and trainings on how to use cutting-edge technology and design to create impact in the classroom and beyond.

The Instructional Technologist position combines sharp technical skills with a deep understanding of educational theory and best practices. Your day-to-day responsibilities are centered around supporting MIT Sloan's course lifecycle as it relates to ensuring our community has access to the tools, documentation, training, and support they need to launch their course sites successfully at the start of each term and to leverage educational technology throughout the term.

This position requires you to become an expert of every tool in our suite of teaching & learning technologies so that you can collaborate with the MIT Sloan community to provide technical solutions that support best practices in pedagogy for our residential programming. Our ideal candidate has experience with (or a demonstrated ability to learn quickly) a variety of existing educational technologies (e.g., Canvas LMS, Panopto, Zoom, Poll Everywhere, etc.) as well as the ability to onboard the school to new and innovative tools. You will use your expertise to effectively guide the community on how to use our technologies effectively.

Equally important, the Instructional Technologist is responsible for engaging and educating the community in a variety of ways: from creating and maintaining robust technical documentation for our website to resolving/troubleshooting tickets from faculty, staff, TAs, and students in our Service Management tool, clear and effective written communication will be key to this role. Lastly, the Instructional Technologist, in conjunction with the rest of the team and their manager, will develop and provide various training solutions to the MIT Sloan community. These may be in-person or virtual in both asynchronous (as Canvas or Articulate Rise courses) or synchronous (via Zoom) formats.

Summary of Principle duties:

- Serve as an administrator and residential expert of Sloan's LMS platform and its LTI integrations (e.g., video conferencing LTIs, feedback tool LTIs, custom LTIs, etc.) as well as to support other educational technology tools outside of Canvas
- Manage the course lifecycle in Canvas, which includes guiding faculty, staff, and TAs through the term-preparation process for a portfolio of courses each term (e.g., copying course content from a previous term, delivering training sessions, supporting the building of Canvas sites, and more) along with providing support that spans the term (e.g., using Canvas in complex ways, integrating a new tool, etc.)
- Manage a queue of support tickets (troubleshoot, respond, and close in a timely and effective way)
- Maintain existing and create new technical documentation, resources, educational blog posts, etc. for our Teaching & Learning Technologies website
- Promote awareness and utilization of our resources among program leadership, staff, and faculty via presentations, written communications, consultations, etc.
- Plan, design, market, and deliver training to the community on the LMS and other educational technology tools at MIT Sloan

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- Support the research, evaluation, and deployment of a portfolio of third-party tools and custom internal tools that use LTI and API frameworks
 - Iterate on our existing internal processes by proposing or developing faster/automated and more efficient ways to accomplish basic tasks so that we can focus our efforts on higher-impact work
 - Collaborate internally with the manager, other instructional technologists, instructional designers, developers, and AV staff on projects that require our combined skills and teamwork
 - Other duties as assigned

Principal Duties and Responsibilities (Essential Functions):**

- **(40%) Serve as an administrator and/or residential expert of Sloan's LMS Platform and other educational technology tools for degree and non-degree Courses**
 - Ensure Canvas course sites and their enrollments are provisioned correctly each term
 - Create and maintain documentation for our internal processes around administering the LMS and managing the course lifecycle
 - Iterate on our existing internal processes by proposing or developing faster/automated and more efficient ways to accomplish basic tasks so that we can focus our efforts on higher-impact work
 - Integrate and maintain third-party and custom tools in the LMS that use LTI and API frameworks
 - Proactively plan for and communicate about system-related upgrades, new feature releases, platform downtime, and other key announcements
- **(30%) Guide the community in the use of teaching & learning technologies**
 - Manage the course lifecycle in Canvas, which includes guiding faculty, staff, and TAs through the term-preparation process for a portfolio of courses each term, as well as providing support across the term
 - Plan for, organize, and deliver training and communications to faculty, staff, and TAs on the LMS and other educational technology tools
 - Respond to requests for assistance from faculty, staff, and TAs
 - Actively engage faculty and staff in identifying new projects and opportunities to improve teaching & learning using technology
 - Create and maintain documentation and/or resources for our technologies on our website
- **(15%) Research, evaluate, and deploy new technologies in response to pedagogical or business needs**
 - Gather and analyze data or conduct discovery work in support of business cases, propose projects and articulate their requirements
 - Participate in or lead internal and external projects that deliver new tools for teaching and learning (e.g., deploying a new simulation, developing an internal tool for tracking class attendance & participation, piloting an academic integrity tool, etc.)
 - Develop expertise in soon-to-be-deployed technologies so that you can serve as an in-house expert for training, documentation, and troubleshooting
- **(10%) Collect and report on key metrics related to teaching & learning technologies**
 - Consult regularly with faculty, staff, and students on their use of educational technology to analyze their feedback and recommend improvements
 - Gather and report on key metrics (e.g., analyze and report out on course site quality using a best-practices rubric, distribute satisfaction surveys to the community, leverage the Canvas Data Portal for decision making, etc.)
- **(5%) Serve as a liaison on behalf of STS to the rest of MIT Sloan or other MIT organizations**
 - Establish and maintain close ties with members of our community (faculty, staff, and students) and advocate for improvements on their behalf
 - Provide recommendations for improvements to classrooms and study spaces that empower teachers and learners to seamlessly leverage our technology in a highly interactive way.
 - Participate in school and/or institute-wide initiatives and organizations related to teaching & learning technologies.

Supervision Received: Position reports to the Manager of Instructional Technology

Supervision Exercised: None

Qualifications & Skills:

REQUIRED EDUCATION AND EXPERIENCE:

High School diploma or equivalent

Minimum 3 year's experience supporting hybrid Window and Macintosh environments

- Technical Skills
 - One or more years of experience supporting the same or similar technologies to those of MIT Sloan (e.g., Canvas LMS, Zoom, Panopto, Poll Everywhere, Turn It In, Feedback Fruits, etc.)
 - Demonstrated experience building (i.e., adding & organizing content) and maintaining (e.g., grading in, posting announcements on, etc.) course sites in an LMS
 - Experience using internal collaboration and project/service management tools such as Office 365 Online, Asana, Service Now, etc. to foster a transparent, knowledge-sharing environment
 - Demonstrated systems thinking skills that enable you to quickly conceptualize, analyze, and resolve complex technical problems or propose solutions (i.e., You understand how everything works together which allows you to break down a problem and solve it autonomously and effectively.)
 - Familiarity with web standards and best practices regarding accessibility, navigation, usability, and security
 - Experience developing and conducting software testing/QA procedures.
 - Demonstrable technical writing/documentation skills and copyediting skills
- Project Management
 - Demonstrated familiarity with standard principles of project management
 - Ability to integrate and coordinate with diverse and distributed teams such as internal software development teams, external vendors, faculty, and program staff
- Relationship Management/Customer Service
 - An adaptable mindset and flexibility to work as part of a growing team in the evolving landscape of higher education
 - Strong demonstrated skills in building and maintaining stable working relationships with faculty, staff, and students
 - Experience providing direct technical customer support on the phone, online, and in person
 - Excellent demonstrated client-facing oral and written technical communications skills

PREFERRED EDUCATION AND EXPERIENCE:

- Education
 - Bachelor's or Master's degree in Education, Instructional Design, Educational Technology (or similar field) OR Bachelor's degree in a non-related field with 2 years of relevant work experience.
- Project Management
 - Strong organizational skills and the ability to support or lead multiple projects simultaneously
 - Must be resourceful, detail oriented, highly organized, and able to operate independently and on a team
 - Experience gathering and analyzing business and end-user requirements through the discovery process
- Relationship Management/Customer Service
 - A positive, responsible, and cooperative customer service attitude
 - A high degree of professionalism, diplomacy, and sensitivity to the needs of the community
 - Possess a professional work ethic and a willingness to maintain and increase applicable knowledge and skills
- Technical Skills

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- Familiarity with leveraging the Canvas API (or similar) to access and modify data externally in your own programs/scripts
 - Functional knowledge of coding (Python, JavaScript)
 - Video production and post-production skills (e.g., creating Flipped Classroom or explainer video content)
 - Web content development (HTML, CSS) and web administrator skills (Word Press, Pantheon)
 - Instructional/Learner Experience Design skills
 - Graphic or visual design skills (Adobe Illustrator, Photoshop, etc.)
 - Knowledge of User Interface (UI) design and User Experience (UX) or Learner Experience Design (LXD) that follows industry/Higher Ed standards and best practices

Competencies: Contribute, Collaborate, Engage