
MIT Job Description

Job Title: Senior Instructional Technologist	Position Title: Senior Instructional Technologist – LMS Admin/Instructional Design Specialization
Reports to: Sr. Assoc. Director Instructional Technology Support Services	% Effort or Wkly Hrs: 40hrs/week

Position Overview:

The Senior Instructional Technologist is a member of the Instructional Technology Support Services(ITSS) 6-person team that is passionate about improving teaching and learning in the classroom, on-line and blended learning environments. This position serves as the primary administrator of Sloan’s Learning Management System(Canvas) and works collaboratively with faculty and programs to achieve their learning goals and objectives. This position plans, organizes and provides training for course faculty, teaching staff and administrators in the use of the LMS(Canvas) and related learning tools and technologies. Applies instructional design principles and best practices to improve learning outcomes. Collects, measures and analyzes key metrics for quality, satisfaction, volume, and reliability to inform and improve Instructional Technology Services. Collaborates and engages with other instructional technology colleagues at MIT Sloan, other MIT schools, MIT central units (e.g., ODL, MIT Libraries), and peer institutions to both share and gain knowledge.

Summary of Principle duties:

- Serve as the primary administrator of Sloan’s LMS platform
- Plans designs and implements training the community on LMS and educational tools
- Provide consultations to faculty regarding their instructional technology goals
- Research, evaluate and deploy new technologies
- Collects and reports on key metrics related to learning services
- Coordinate and supervise services provided by vendors/consultants/interns as required

In conjunction with the Director, this individual is responsible for recommending and developing strategies and technologies that leverage digital media and learning tools to instruct and educate and to provide related consulting services to faculty, staff and TA’s

Principal Duties and Responsibilities (Essential Functions):**

- Serve as the primary administrator of the LMS Platform for Sloan degree Courses
 - Ensure courses, enrollments are provisioned each semester
 - Integrate and maintain third-party (ex. Mediasite, Study.net) and custom tools that use LTI and API frameworks
 - Coordinate efforts to maintain LMS and course site standards using Industry best practices and local/Institute-wide requirements
 - Plans, organizes and trains faculty, teaching staff and students on LMS and learning tools
 - Proactively plans system related upgrades, migrations, optimizations, and new implementations
- Provide assistance in the use of instructional and academic technologies
 - Respond to requests for assistance from faculty

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- Train faculty and other teaching staff on the use of available technologies
 - Actively engage faculty in identifying new projects and opportunities
 - Provide documentation and/or resources for all new technologies
 - Responsible for the collection and reporting on key metrics related to learning services provided
 - Consult regularly with faculty, staff and students on their use of educational technology; solicit feedback, analyze and recommend improvements
 - Gather and report on key metrics including, quality, satisfaction, volume, and reliability.
 - Research, evaluate and deploy new technologies in response to pedagogical needs
 - Gather and analyze data in support of business cases, propose projects and articulate systems requirements
 - Manage development projects that deliver new tools for teaching and learning, such as simulations
 - Track and report costs associated with IT projects; provide critical information to ensure maximization of project value.
 - Coordinate and supervise services provided by vendors/consultants/interns as required
 - Evaluate incoming requests and assign tasks to other STS staff or external partners, using established work tracking tools.
 - Establish and maintain relationships with core MIT technology service providers. Understand their services and deployable resources.
 - Establish and maintain relationships within STS to ensure seamless support of educational technologies. Know well their services and deployable resources.
 - May hire and supervise interns to scale instruction technology services, provide career track and experience for interns, and positively influence ITSS with new ideas
 - Serve as a liaison on behalf of STS to other MIT organizations in Instructional technologies
 - Establish and maintain close ties with faculty members, servicing IT requests, representing other services and personnel within Sloan and MIT technology organizations; advocate for service improvements on their behalf
 - Provide recommendations for pedagogically-based improvements to classrooms and study spaces
 - Participate in institute-wide initiatives and organizations related to academic computing

Supervision Received:

Position reports to the Sr. Associate Director of Instructional Technology Support Services

Supervision Exercised:

Position may coordinate and supervise daily work of external vendor staff on a project basis and hire and supervise interns.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Education
 - Bachelor's degree in education or related field;
- Technical Skills
 - Four years+ experience providing technical support in a related field.
 - Strong demonstrated technical skills using the core technologies used at Sloan, or a demonstrated ability to learn those technologies, including but not limited to: course

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- management systems, including Canvas; WebEx/Zoom collaboration tools; Macintosh and PC platforms; Video capture and editing.
 - Extensive, demonstrated experience supporting Learning Management Systems or Course Management Systems or Instructional Design experience. Knowledge of customer tasks and product functionality requirements of such systems.
 - Knowledge/Experience with authoring tools and educational technology standards
 - Knowledge of user interface architectures and designs as well as industry and university interface standards
 - Familiarity with web best practices regarding accessibility, navigation, usability, and security.
 - Experience managing software testing/QA procedures.
 - Demonstrable technical troubleshooting and problem-solving skills
 - Demonstrable information technology usage documentation skills
 - Project Management
 - Demonstrated familiarity with standard principles of project management.
 - Ability to supervise and coordinate diverse and distributed development teams
 - Must be able to coordinate multiple tasks, set priorities, and meet deadlines
 - Must be resourceful, detail oriented and able to operate independently and on a team
 - Experience gathering and analyzing business and end user requirements
 - Relationship Management/Customer Service
 - 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. A positive, responsible and cooperative customer service attitude
 - A high degree of professionalism, diplomacy and sensitivity to the needs of the academic/staff community
 - Possess a professional work ethic and a willingness to maintain and increase applicable knowledge and skills

PREFERRED EDUCATION AND EXPERIENCE:

- Education
 - Master's degree in related field;
- Technical Skills
 - Four years+ experience designing and developing courses using an LMS and related tools
 - Knowledge and demonstrable, practical application of instructional design methodologies and best practices, adult learning principles, and instructor-led, computer-based, and web-deployed training programs
 - Strong understanding and experience with managing computers and users on a network and understanding how systems interoperate.
 - Familiarity with streaming media platforms such as Mediasite or Panopto.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.