
MIT Job Description

Job Title: IT Generalist 2	Position Title: Senior Instructional Technologist (LMS Admin/Technical Lead)
Reports to: Manager of Instructional Technology & Design	% Effort or Wkly Hrs: 100% / 40hrs/week
Department: Sloan Technology Services	

Position Overview:

The Senior 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 & Design. The team's mission is to connect MIT Sloan School of Management to research-driven best practices, resources, and training in instructional technology and design to help the community deliver exemplary residential, online, and hybrid teaching and learning experiences.

The Senior Instructional Technologist leverages their strong project and process management skills, as well as their communication and relationship-building skills, to ensure that they successfully prepare for, launch, support, and close out each academic term in the LMS (Canvas). From provisioning all courses to tracking their build progress, intaking support requests, and sending timely communications and reminders to teaching teams throughout the term, the Senior Instructional Technologist enables the community to teach and learn using the LMS and its associated ecosystem of plug-ins and other EdTech tools.

The Senior Instructional Technologist is also responsible for administering the platforms and tools that support teaching & learning at MIT Sloan, including the Learning Management System (Canvas) and its associated plug-ins. This includes providing the operational support for and maintenance of these resources. They work closely with various teams within STS (e.g., development and project management teams) and external vendors to ensure all updates and upgrades are managed effectively.

Summary of Principle duties:

- Serves as a primary administrator of Sloan's LMS, the team's website, and other key tools that make up the teaching & learning technology ecosystem.
- Diagnoses, troubleshoots, and manages requests for learning technologies, including the LMS and its associated plug-ins (e.g., Zoom, Panopto, etc.) and other edtech tools (PollEverywhere, Explain Everything, etc.) via a ticketing system (ServiceNow)
- Develops and maintains up-to-date internal documentation, as well as community-facing documentation for the MIT Sloan Teaching & Learning Technologies website (Wordpress), including how-to-guides, self-paced trainings, FAQs, and blog posts
- Plans, designs, markets, and delivers engaging trainings to faculty, staff, and TAs on how to use the LMS and other edtech tools.
- Manages the course lifecycle in Canvas each term, which includes provisioning all courses, tracking their progress, intaking support requests, and sending timely communications & reminders to teaching teams throughout the term.
- Builds strong relationships with the other instructional technologists, instructional designers, teaching teams, third party vendors, and technical staff to ensure the effective use educational technology.
- Researches, evaluates, proposes, and deploys new technologies that support teaching & learning, including 3rd party tools and custom tools that use LTI and API frameworks
- Coordinates and supervises services provided by vendors/consultants/interns as required

In conjunction with the Manager of Instructional Technology & Design, the Senior Instructional Technologist is responsible for recommending and developing strategies that enable continuous innovation in teaching and learning through the novel use of educational technology.

Principal Duties and Responsibilities (Essential Functions):**

- (40%) Serve as a primary administrator of Sloan's LMS, the team's website, and other key tools that make up the teaching & learning technologies' ecosystem.
 - Ensure terms, courses, sections, and enrollments are provisioned each term
 - Diagnose, troubleshoot, and manage requests for learning technologies, including the LMS and its associated plug-ins (e.g., Zoom, Panopto, etc.) and other edtech tools (e.g., PollEverywhere, Explain Everything, etc.) via a ticketing system (ServiceNow)
 - Develop and maintain up-to-date internal documentation, as well as community-facing documentation for the MIT Sloan Teaching & Learning Technologies website, including how-to-guides, self-paced trainings, FAQs, and blog posts
 - Integrate and maintain third-party and custom tools that use LTI and API frameworks
 - Coordinate efforts to promote industry best practices and Sloan/MIT-wide requirements for building and managing effective Canvas sites
 - Plan, design, market, and deliver training to faculty, staff, and TAs on how to use the LMS and other edtech tools.
 - Proactively plan system-related upgrades, migrations, optimizations, and new implementations
- (30%) Assist in the use of instructional technologies
 - Respond to requests for assistance from faculty, staff, TAs, and students
 - Train/consult 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
- (10%) 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.
- (10%) 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 and custom LTIs
 - Track and report costs associated with IT projects; provide critical information to ensure maximization of project value.
- (5%) 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/contractors to scale instructional technology services, provide career track and experience for interns/contractors, and positively influence the Teaching & Learning Technologies team with new ideas
- (5%) 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 pedagogical improvements to classrooms and study spaces
 - Participate in institute-wide initiatives and organizations related to teaching & learning

Other duties as assigned or required

Supervision Received:

Position reports to the Manager of Instructional Technology & Design

Supervision Exercised:

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

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Education
 - Bachelor's degree in related field Education, Instructional Design, Computer Science, Educational Technology (or similar field)
 - Minimum 5 years IT/ID experience or related experience
- Technical Skills
 - Experience with the administration of Canvas and its plug ins, preferably in a higher education environment
 - Experience with other instructional technologies, like digital whiteboarding tools, polling tools, video-conferencing tools, collaboration tools, and simulations, preferably in a higher education environment
 - Knowledge and demonstrable, practical application of instructional design methodologies and best practices, human-centered design, and user-experience design
 - Extensive, demonstrated experience writing clear, user-friendly technical documentation that does not require the review of a copyeditor
 - Strong demonstrated technical skills using the core technologies used at Sloan, or a demonstrated ability to learn those technologies, including but not limited to Canvas LMS, Zoom, Panopto, Slack, O365, WordPress, Asana, Articulate 360, Camtasia, and more.
 - Extensive, demonstrated experience supporting Learning Management Systems or Course Management Systems.
 - Knowledge/Experience with authoring tools and educational technology standards
 - Knowledge of user experience design/learner experience design
 - Familiarity with web best practices regarding accessibility, navigation, usability, and security
 - Experience managing software testing/QA procedures
 - Demonstrable technical troubleshooting and problem-solving skills
- Project Management
 - Demonstrated familiarity with standard principles of project management.
 - Ability to coordinate/lead projects with diverse and distributed teams, including development teams
 - Must be able to autonomously manage workload; 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, via Zoom, via written communication, 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 Education, Instructional Design, Educational Technology (or similar field)
- Technical Skills
 - Four years+ experience administering, designing, developing, and supporting courses using an LMS and related tools, preferably in a higher ed environment
 - Familiarity with media platforms such as Zoom and Panopto.
 - Familiarity with the LTI advantage and the Canvas API
 - Graphic design, web design, user experience, and user interface design skills
 - Front end development skills (e.g., HTML, CSS, Javascript)
 - Back end development skills/experience with web development/website administration
 - Familiarity with the Canvas LTI Advantage and the Canvas API

Competencies:

1. **Demonstrates desire and drive for learning** that enhances individual performance and contributes to organizational effectiveness

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2. **Communicates openly and effectively** by exchanging high-quality information, ideas, and opinions in an open and timely manner within and outside the school
 3. **Builds diversity and inclusion** by modeling and promoting the MIT values and contributing to an environment where everyone feels supported and can thrive

*** 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.*