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## MIT Job Description

<b>Job Title: IT Generalist 1</b>	<b>Position Title: Senior Instructional Technologist (LMS Admin/Technical Lead)</b>
<b>Reports to: Manager of Instructional Technology</b>	<b>% Effort or Wkly Hrs: 40hrs/week</b>
<b>Department: Sloan Technology Services</b>	
<b>Date: May 7, 2020</b>	

### **Position Overview:**

The Senior Instructional Technologist is a member of the Instructional Technology Support Services (ITSS) team responsible for improving teaching and learning in the classroom, online, and in blended learning environments. This position serves as the primary administrator of Sloan's Learning Management System (Canvas) and day-to-day work is multifaceted as a part of Sloan's digital learning ecosystem. The role utilizes strong technical skills, with project and relationship management skills to plan, design, market, and deliver Canvas and other instructional technology training opportunities; as well as partnering collaboratively with faculty and program offices in order to help them meet their teaching and learning goals and objectives.

The role functions as the project and technical lead for all Learning Tools Interoperability (LTI) integrations with Canvas, and collaborates closely with Sloan and outside developers, as well as coordinate and implement software and Quality Assurance (QA) testing. In conjunction with the Manager of Instructional Technology, the Sr IT is responsible for recommending and developing strategies and technologies that leverage digital media and learning tools to improve the way we teach and learn at Sloan.

### **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. Panopto, EvalKit, Study.net, etc.) 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
  - 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.

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- 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/contractors to scale instructional technology services, provide career track and experience for interns/contractors, 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 pedagogical improvements to classrooms and study spaces
    - Participate in institute-wide initiatives and organizations related to academic computing

### **Supervision Received:**

Position reports to the Manager of Instructional Technology

### **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:**

#### *REQUIRED EDUCATION AND EXPERIENCE:*

High school diploma or equivalent.

Minimum 3 years experience supporting hybrid Window and Macintosh environments

#### *PREFERRED EDUCATION AND EXPERIENCE:*

- Education
  - Bachelor's or Masters degree in Education, Instructional Design, Educational Technology (or similar field) with 2 years of relevant work experience OR Bachelor's degree in a non-related field with 4 years of relevant work experience.
  
- Technical Skills

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- Four years+ experience designing and developing courses using an LMS and related tools
  - Strong understanding and experience with managing computers and users on a network and understanding how systems interoperate.
  - 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
  - Four years+ experience providing technical support in a related field.
  - Strongly demonstrated technical skills using the core technologies used at Sloan, or a demonstrated ability to learn those technologies, including but not limited to: course management systems, including Canvas; Zoom/Slack/O365 collaboration tools; Macintosh and PC platforms; video capture and editing.
  - Extensive, demonstrated experience supporting Learning Management Systems or Course Management 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
  - Familiarity with streaming media platforms such as Panopto.
  - Familiarity with the LTI advantage and the Canvas API
  - 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
    - Strongly 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