PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>NEW, 991636, 991643, 992911, 992998, 992997, 992996, 994668, 999019</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Educational Technology Support Specialist</td>
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<tr>
<td>Department</td>
<td>Technology Integrated Learning</td>
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<td>Reports to</td>
<td>Manager, Technology Integrated Learning</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 0 Indirect 0</td>
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<tr>
<td>Classification Level</td>
<td>SG 9</td>
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<tr>
<td>Last Updated</td>
<td>May 2020</td>
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2. Position Summary

The Division of Learning and Teaching Support and Innovation (LTSI) is an academic support unit in the University, which reports to the Office of the Vice President Academic and Provost. The Division has five portfolios of responsibility including: Teaching Excellence, Technology Integrated Learning, Student Academic Success, Curriculum Renewal & Strategic Priorities and Community-Engaged Learning. The Division is focused on enhancing student learning and teaching excellence in academic programs across the University.

Reporting to the Manager, (TIL), the Educational Technology Support Specialist provides educational technology support to Faculty members, instructors, staff, and students. This position also requires the ability to think quickly on your feet, as you assist the array of clients. The position works collaboratively with other team members to design, create, write and deliver concise, easy to understand solutions for the team and community. A major part of the job is trouble shooting client support and requires familiarity with providing remote client support or remote assistance to faculty or students.

The position requires familiarity with a variety of educational technology platforms and the ability to work with "administrator" access within the platforms. This is a heavy client support position and the candidate must be ready to work with multiple deadlines and projects. Attention to detail and a willingness to add to the knowledge base is a necessary skill for this position. This position may require evening and weekend hours.

3. Key Responsibilities and Expectations

<table>
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<th>Key Responsibilities</th>
<th>Expectations:</th>
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<tbody>
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<td>% of time</td>
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| Faculty/instructor support for online learning platforms. – 70% | • Provide expert level advice and guidance to faculty, instructors, and academic departments use of web-based instructional technologies and tools for online learning teaching and learning.  
• Build and modify course sites, incorporating instructor revisions, for new sections of courses  
• Develop new web-based technical guides (as required) and update existing guides  
• Assist instructors with the piloting and evaluation of sample teaching environments created with emerging instructional technologies  
• Help maintain and support the back end of the Learning Technology Ecosystem |
Troubleshoot and prevent platform problems by thinking ahead and planning
Provide calm, courteous, professional support for clients in
Critically assess issues and look for possible resolutions to help clients
Work well with the Help Desk in order to collaboratively help clients
Coordinate and facilitate workshops
Write Guides for client use

Develop online documentation for learning technologies – 15%
Develop new web-based technical guides (as required) and update existing guides to ensure that resources are as current as possible
Find issues and edit online documentation
Adjust documentation based on functionality changes
Create new documentation pages based on the needs of clients
Research new educational technology platforms for use or for updating within the current platforms
Attend educational technology meetings or conferences on and off campus to stay abreast of new technology and pedagogy

Test Learning Technologies – 15%
Assist instructors with the piloting and evaluation of sample teaching environments created with emerging instructional technologies
Test any fixed or changed functionality
Replicate issues, and run through test scripts
Provide documentation for the testing of learning technologies

4. Classification Factors:

Problem-Solving:

- This position must understand the multi-dimensional, varied, technical concepts and procedures to help them solve issues for clients
- This position requires a project-led focus to the work environment
- This position requires the candidate to problem solve within the educational technology platform and requires a focus on client needs
- This position requires familiarity with multiple platforms and the ability to work in a busy office environment balancing different projects and client support
- This position requires the candidate plan ahead and have attention to detail
- This position requires regular documentation of projects
- For the majority of the time, the incumbent uses existing technical documentation and internal resources to diagnose, troubleshoot and resolve client problems. Occasionally, s/he investigates and researches options to identify solutions and modifies existing procedures to respond to more complex issues

Responsibility for Financial & Material resources:

- This position has no budget responsibilities
- Responsible for their computer and shared resources in the office
- Responsible for working in a confidential environment

Responsibility for Human Resources:

- This position does not supervise staff, but will occasionally answer questions from term staff.
- This position reports to the Director, TIL.

**Impact of Decisions and Actions:**

- This position is accountable for their interactions with staff and clients.
- This position requires integrity and confidentiality, given the nature of “administrative” access to confidential data and information of students and other users.
- The impact of a poor interaction may be the escalation of an issue, or at worst, the loss of a client.
- This position requires following university and provincial guidelines surrounding personal data and records management.
- This position makes recommendations to the Director about software and procedures to best help our clients.

**Independence:**

- This position will follow the TIL unit’s guide for client support; however, the incumbent is expected to take the initiative to develop new methods or procedures to benefit clients.
- The incumbent determines the type of documentation and follow up required for each client interaction based on the TIL unit template. Complex client needs are escalated to the Director.
- Decisions in this position are based on how best to support clients in the moment. The Support Specialist has the latitude to select the tickets and manage their time around the trouble tickets that they own.

5. **Summary of qualifications:**

In order to meet the needs of our various clients the candidate must be willing to be flexible and understand that this position requires a high level of client support.

This position requires a BA Degree in a relevant technical discipline related to teaching and learning and at least three years of working in an education environment.

In addition this position requires the ability to:

- Understand the needs of students, faculty and staff
- Work with clients who are not always technology savvy
- Work individually and in a team environment
- Interpret and write technical documentation for the lay-person
- Think critically about situations and propose solutions
- Use a multiple browsers, and the MS office suite
- Work with different media platforms

As well as:

- Proficiency with media integration in a learning environment
- Positive attitude and interest in helping others
- Willingness to learn and convey materials easily to clients
- Patience and empathy
- Sense of accountability with your work
- Working knowledge of how courses are taught and technology can be used to teach
- Working knowledge of how the internet and the web work, and what their limitations are
- The position requires working familiarity with educational technology platforms and social media platforms.
- Knowledge of educational technology, such as Moodle, WordPress, Google Apps, iClickers, Zoom, Microsoft Teams and how each platform can be optimally used in different scenarios
- Strong client services aptitude
- Familiarity with new educational technologies and pedagogies
- The ability to work one on one with faculty and in a workshop environment with faculty or other users
- Familiarity with the online learning environment—lecture capture, blended learning, and multi-access learning
- Familiarity working in the higher education environment

Preference will be given to candidates who have:
- Taught courses in a higher education environment
- MA in Education or Education Technology
- MA in Fine Arts/Visual Arts/Design
- Experience with different media platforms creating and editing video

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<th>Employee's Signature:</th>
<th>Date:</th>
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| Manager's/Supervisor's Signature | Date: |