PEA JOB DESCRIPTION

1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>Position Number</th>
<th>#991625</th>
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<tr>
<td>Position Title:</td>
<td>Learning Technology Assistance Program, Coordinator</td>
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<tr>
<td>Department:</td>
<td>Division of Learning and Teaching Support and Innovation</td>
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<tr>
<td>Reports to:</td>
<td>Director, Educational Technology Support (TIL)</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct__20__</td>
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<tr>
<td>Classification Level</td>
<td>SG 10</td>
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<tr>
<td>Last Updated</td>
<td>June, 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.

The Learning Technology Assistance Program consists of small cohorts of junior learning technology assistants (3-5 undergraduate coop students /cohort) supervised by a learning technology assistant (graduate or 4th yr undergraduate student) assigned to the LTSI Consulting Teams. The LTSI Consultation teams include learning experience designers, learning and teaching consultants, and educational technology specialists. These teams are assigned to specific Faculties across campus to support the transition to online program delivery.

Reporting to the Manager, Educational Technology Support (TIL), the Learning Technology Assistance Program Coordinator is responsible for coordinating learning technology assistance for online courses to faculty and instructors and overseeing for Learning Technology Assistant staff. Duties include:

- Working closely with the Manager, Educational Technology Support (TIL) to oversee the assignment of Learning Technology Assistants (20) and Junior Learning Technology Assistants (60) to LTSI Consulting Teams. LTAs will work with learning experience designers, learning and teaching consultants and educational technology specialists to provide hands-on support to faculty and instructors for the development and delivery of online course delivery.
- Responding to inquiries and requests for assistance from Learning Technology Assistants (LTAs); providing supervision, training, documentation, and mentorship for LTAs to assist with course site preparation, transitioning course materials and content, and setting up activities and assessments in the UVic Learning Technology Ecosystem.
- Providing timely, accurate solutions to inquiries that faculty and instructors may have about development of online course sites and supports available through the LTSI.
- Developing and providing input on processes used by the LTSI to assist faculty and instructors with online learning (e.g. consultations, workshops, drop-ins, etc.)
- Monitoring bookings and coordination between Learning Technology Assistance staff, LTSI consulting team members and other LTSI members.
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.

### 3. KEY RESPONSIBILITIES AND EXPECTATIONS

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<th>Key Responsibilities</th>
<th>Expectations:</th>
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| **Learning Technology user support response and consultation 30%** | • Responds to technical and non-technical requests for assistance with online learning and teaching technology and course site development from LTAs  
• Provide one-on-one and small group training on general online learning and teaching technology related topics to all LTAs.  
• In collaboration with TIL Director and Project Manager(LMS), develop and provide input on processes used by the LTAs to effectively provide assistance offered by the LTSI consultation teams  
• Determine cause and take corrective action for issues related to the online course site or technology |
| **Learning Technology Resource Coordination 35%** | • Provide advice on inquiries related to learning technology and course material development escalated by LTAs. Knowledge areas include: course site development, creation of online materials, multimedia content, creation of activities and assessments in the Learning Management System.  
• Provide guidance and support to LTAs for best practices for course site development  
• Provides quality assurance on LTA work in regards to best practices and UVic policies and procedures related to learning technology and instructional materials including privacy, copyright, and accessibility.  
• Develop new learning technology or course site development materials (as required) and update existing guides to ensure that resources are as current as possible  
• Provide guidance on when escalations are appropriate to other LTSI consultants or team members or University Systems and monitors escalations for accuracy  
• Continuously learn about learning technologies and applies this knowledge to solve problems |
| **Teams Operations 20%** | • Provides direct supervision to co-op student Learning Technology Assistants (LTAs) and indirect supervision to Junior Learning Technology Assistants (LTAs)  
• Responsible for the assignment of all learning technology assistants (undergraduate and graduate coop students) to teams and ensuring teams remain appropriately staffed, necessary absences covered etc.  
• Responsible for vetting and interviewing replacement coop students term to term and making hiring recommendations to Director and Project Manager (LMS)  
• Facilitates LTA appointments and bookings and availability to LTSI consultation teams  
• Maintains records of LTA consultation and a database of available LTAs and LTAs and skills knowledge available to each consultation team  
• Develops onboarding processes and provides training to all LTA staff on processes to enable them to assist as part of the LTSI Consultant team  
• Oversees LTA output and provides regular updates to TIL Manager  
• Documents, monitors and ensures Learning Technology Assistant support can be successfully provided and accessed by faculty and instructors |
4. CLASSIFICATION FACTORS:

**Problem-Solving:**
This role is required to use expertise to solve technical problems faced by various system users. This role will gather and analyse client requirements and makes recommendations on course site development and learning technology use that align with University standards.

This role will need to use judgement to solve problems that are faced by users of various technical abilities and differing academic requirements. Solutions and methods developed need to be flexible with the possibility for implementation across faculties.

**Responsibility for Financial & Material resources:**
This position has no budget responsibilities.

**Responsibility for Human Resources:**
- Provide direct, ongoing guidance, supervision and training for Learning Technology Assistants and indirectly coaches Junior Learning Technology Assistants
- Participates in hiring competitions and makes recommendations to competition manager.

**Impact of Decisions and Actions:**
- Shared responsibility for delivery of LTSI supports to faculty and instructors at the university.
- Individual actions have a moderate impact on online courses and learning experiences
- This position must be able to act efficiently under pressure and be able to quickly and accurately diagnose and correct problems that our users experience with learning technology.

**Independence:**
This position reports to the Director, TIL and receives daily operational direction from the Project Manager (LMS)
- Guidance is readily available and with daily operational issues escalated to the Project Manager.
- Makes independent research and analyses of varying learning technology and course site problems as well as judgment in the identification of solutions. Solutions are generally guided by procedures, policies and precedents. However, investigation is sometimes required to modify methods and procedures and to create new ones.
- Independently prioritize and triage requests or issues to minimize the impact of technical problems on course delivery
- Responsible for making decisions independently during the course of day-to-day supervision of LTAs

5. SUMMARY OF QUALIFICATIONS:

This position requires a Bachelor’s degree in a relevant discipline related to learning technology or learning and teaching and at least three years of experience in an education environment.

An equivalent combination of education and experience may be considered.

Essential knowledge requirements include
- Thorough knowledge of Learning Management Systems and relevant learning technologies such as Zoom, Kaltura, Crowdmark, and Microsoft Teams.
- Knowledge and experience in online learning and teaching
- Knowledge and experience with web content creation or development

Competency requirements:
- Demonstrated leadership, supervisory skills and the ability to inspire a team
- Excellent oral, written and technical communication skills including the ability to convey technical information to our clients who range from novice to very experienced;
- Excellent interpersonal skills;
- Ability to work both collaboratively in a team environment as well as independently;
- Ability to work in an effective and organized manner in a complex and challenging environment;
- Ability to demonstrate diplomacy, tact and patience when working with students, faculty and staff who have varied levels of technology and online learning experience;
- Ability to effectively manage a significant number of concurrent issues while contending with frequent in-person, telephone and e-mail interruptions.
- Ability to build and maintain productive working relationships with all stakeholders
- Ability to adapt to changing operational needs, conditions, and work responsibilities.

Preference will be given to candidates who have:
- Taught courses in a higher education environment
- Experience with online learning and teaching
- Experience working in a post-secondary education environment or comparable size/complex organization;
- MA in Education or Education Technology
- Experience with different media platforms creating and editing web content

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