MADONNA UNIVERSITY

POSITION ANNOUNCEMENT

Job Title: **Instructional Technology Support Specialist**
Department: Instructional Design and Development
Reports To: Associate Dean of Online Education
Shift/Hours: 40 hours per week
Date Prepared: June 6, 2019

SUMMARY
This position provides instructional technology support for faculty and the department as well as Blackboard technical support and training for faculty, staff and students. Assists with training needs and recommends and implements training programs and contributes to the evaluation of hardware and software products for possible use at the university.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1. Assists with the design team and the content expert to enhance online courses in accordance with the Quality Matters guidelines and/or Merit Cloud Media Video Repository, including content upload and removal, and research and scheduling for updates, course archives, user management, and best practices for instructional design for use with Blackboard LMS.
2. Assists with online course development tasks, such as uploading media files; archiving courses, creating multi-media materials, objects, learning activities, etc.
3. Assists with training programs for Blackboard and various supported software, including multi-media and web applications.
4. Participates in the planning/implementation process related to Blackboard upgrades and its various components.
5. Provides Blackboard and related software support to users. Also provides technical support/project consultation to faculty, staff and students. Responsible for availability of updated support material.
6. Assists with organizing and developing training materials, researches and posts links to appropriate online tutorials.
7. Facilitates the administration of the Learning Management System (LMS) including data downloads; monitor and adjust integration process between IS and LMS.
8. Keeps informed of any malfunctions/major updates or downtime on the Learning Management System. Reports system issues to the technical staff.
9. Assists with student employment processes as needed.
10. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES
Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring and training; planning, assigning and directing work of work study students; addressing complaints and resolving problems.

QUALIFICATIONS
The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE
Bachelor's degree required plus one to two years related experience and/or training; or equivalent combination of education and experience. Must possess creative ability in designing program materials which are visually appealing and motivational to the target audience. Excellent verbal, presentation and interpersonal skills required, must be competent to work at an advanced level of all phases of software systems training, and able to direct the activities of subordinates.   Strong knowledge of Microsoft Office required, Learning Management System software, video/audio programs, online communication programs and internet manipulation skills.

TO APPLY
Please complete the application on our website at madonna.edu/hr. Please send a letter of intent reflecting the above responsibilities and qualifications and a resume to hr@madonna.edu. Current employees must complete the internal application on MY Portal >Employee Resources.

MADONNA UNIVERSITY
A Catholic institution founded by the Felician Sisters, and guided by the values of St. Francis. Candidates must be committed to excellence in teaching, scholarship, and service, and support the Mission of the University. We are an equal opportunity employer committed to a culturally diverse workforce. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Candidates must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Thank you for your interest in employment opportunities at Madonna University.