Job Description

Manager of Educational Technology

University Mission: Concordia University is a Christian university preparing leaders for the transformation of society.

Unit or Department: Concordia Online Education (COEdu), Educational Delivery Systems

Unit/Department Mission: Concordia Online Education provides transformative learning solutions grounded in the traditional liberal arts academy which prepares leaders for pivotal, transformational change of communities and society.

Position Title: Manager of Educational Technology

Summary of the Position: This position facilitates COEdu partner schools’ campus and departmental technology efforts to provide campus-based, blended and online teaching and learning experiences. The Manager of Educational Technology serves as the LMS Administration department leader, supporting the COEdu vision, organizing and providing oversight of COEdu partner school initiatives with administrators, instructors, and students. The Manager will also provide oversight and quality control for development support of industry-standard courses, testing product outcomes and assessing quality assurance for all educational delivery technologies. This position provides organizational design recommendations, project and product management, coaching, support and consultation to COEdu partner school faculty, instructional staff, and administration in the design and implementation of online learning technologies.

Staff Relationships:
Reports to: Vice President of COEdu
Supervises: LMS Administration Team
Hired/appointed by: Vice President of COEdu

Exempt/Non-exempt? Exempt

Salary Level (1, 2, 3, 4, or program manager): 4

ESSENTIAL RESPONSIBILITIES:

Departmental Management
- Provide input into the strategic planning process for COEdu LMS Administration. Translate strategic plans into department goals.
- Identify and oversee department policies and procedures that align with quality standards and departmental deadlines.
• Work with LMS Administrators to organize, develop, and manage the LMS administration team’s calendars and work schedules, including weekday and weekend shifts.
• Oversee department customer support ticket system, evaluate response times, and enforce time to solution and client satisfaction. Provide quality control and assessment of ticket system, emails, and phone calls. Provide oversight on expediting and solving client, data and LMS issues.
• Manage faculty and staff support projects, programs and initiatives.
• Oversee budget expensing for LMS and other educational technologies.

LMS System Administration
• Provide leadership on LMS system administration-related duties, including managing the processes of rollout weekends (course starts), ongoing support, and ongoing maintenance of critical learning management systems.
• Prepare and deliver weekly status update reports for VP of COEdu.

Team Management
• Recruit, manage, and coach LMS team members.
• Work with team members to set individual goals; evaluate performance of team members, and mitigate risk via performance improvement plans.
• Promote a professional work environment dedicated to high-stakes customer service complemented by collegial teamwork.
• Monitor and ensure department expectations, as provided by the VP of COEdu, are met and exceeded.

LMS Resources and Training
• Design and maintain LMS training materials.
• Identify and evaluate next generation teaching and learning applications.
• Orient and train LMS Administrators, LMS technologists, and faculty/staff to leverage LMS technologies.
• Supervise and train Instructional Technologists/Administrators for COEdu partners.
• Provide and update roadmaps and checklists for COEdu clients to utilize educational technologies.
• Provide oversight for creation of knowledge base training documents (wiki, tutorials, handbooks, training modules, etc.).

MINIMUM REQUIREMENTS/QUALIFICATIONS:
• BA or BS (MS preferred) in instructional technology, instructional design, information technology, computer science or related areas, OR 5 years’ combined training and work experience required.
• Director/Manager of technology team experience is required, including supervision of help desk-style environment; ability to project manage several small, medium-size and large projects.
• Advanced system administration skills; extensive knowledge of Blackboard 9.1 environment or comparable learning management system (LMS).
• Expert with web design and development tools (e.g., Dreamweaver, Javascript, Drupal, etc.).
• Strong analytic skills and excellent communication skills, both oral and written.
• Ability to work independently in an agile, fast-paced, matrix organization.
• Ability to incorporate on-call work to resolve emergency/urgent support issues during evenings and weekends.
• Teaching experience and/or instructional support of online courses is highly desired.
Critical skills for this position:

- MS Office Suite (Word, Excel, PowerPoint, Outlook)
- Course Administration (Banner)
- Project Management (AtTask)
- Web Conferencing (WebEx, Skype)
- Graphic Design (Adobe Creative Suite)
- Remote Network Access (Network Drives, VPN)
- LMS Administration (Blackboard)
- LMS Technologies (Chalk & Wire, Taskstream)
- Database (MS Access)
- Scripting Languages (PHP, Javascript, SQL)
- Web Design (Adobe Creative Suite)
- Reporting (Argos, Excel, Analytics)

Physical demands of the position:

- Repetitive motions sitting at keyboard
- Rising and sitting repeatedly
- Walking indoors or outdoors
- Ability to lift, pull, grasp, stoop and reach within an office environment
- Ability to sit for extended periods of time
- Ability to speak and hear

Assessment schedule: Position assessed after initial 90 days, and then every six months

Attitude and demeanor of all Concordia University employees:

As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University.
2. Communicate effectively with warmth, sensitivity, and understanding when working with administrators, colleagues, teachers, students, faculty, college personnel and program associates.
3. Work as a team member in a professional environment
4. Possess a “service attitude” (willingness to be flexible to meet the needs of the department).
5. Have a professional physical appearance (appropriate clothing, personal hygiene, etc.).