

eLearning Support Specialist I  
Embry-Riddle Aeronautical University

Direct Link: <https://www.AcademicKeys.com/r?job=124660>

Downloaded On: Sep. 23, 2019 5:56am

Posted Jun. 20, 2019, set to expire Oct. 20, 2019

**Job Title** eLearning Support Specialist I

**Department** Department of Online Education. The eLear

**Institution** Embry-Riddle Aeronautical University  
Daytona Beach, Florida

**Date Posted** Jun. 20, 2019

**Application** Open until filled

**Deadline**

**Position Start** Available immediately

**Date**

**Job Categories** Classified Staff

**Academic Field(s)** Information Technology  
Educational Services

**Job Website** <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190410>

**Apply By Email**

**Job Description**

Embry-Riddle Aeronautical University - Worldwide announces an opportunity within the Department of Online Education. The eLearning Support Specialist is responsible for the support of virtual course delivery models, to include set up and maintenance of templates, updates and maintenance to live course sections, and telephone and email application support for students taking & faculty teaching classes via Embry-Riddle's Learning Management System or via the EagleVision virtual classroom. This role provides assistance and support for academic Quality Managers, course Production Coordinators, students, and staff, and support software training initiatives for academic technologies. Additionally, this position supports projects for new technology initiatives with various vendors and university stakeholders and foster process improvement for existing workflows.

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### Responsibilities Include:

Performing quality control checks for monthly term starts to include reviewing hyperlinks, learning modules, exams, the gradebook, course menus, etc. Updating, maintaining, and repairing live and future term courses within Embry-Riddle's Learning Management System and EagleVision. Performing 3rd party integration setup each term. Maintaining a term start spreadsheet, tracking instructor and course changes, and publishing courses twelve times per year.

Providing application support and software instruction by telephone, email, ticketing system, or web conferencing to students, staff, and faculty teaching with academic technologies. Supporting student, faculty, and staff use of academic technologies to include: limited support and troubleshooting of publisher integrations/ applications such as Pearson, Cengage Aplia, Wiley, WebAssign, McGraw Hill, and others; Skills Assessments support; maintenance of Learning Management Demonstration and resource courses; support for online tutoring, EagleVision; and other applications as they pertain to teaching and learning.

Providing input, support, and participating in testing for existing integrations, future technology initiatives, and development and testing for newly adopted course integrations. This includes but is not limited to advanced training activities, creation of documentation, how-to-recordings and tutorials, live training via video conferencing, and the implementation of process improvements for evolving responsibilities.

Reporting trends, possible proactive measures, and recommending emerging academic technologies that support the Campus strategic direction. Work with administrators of Embry-Riddle's Learning Management System and EagleVision to troubleshoot system problems. Run queries and create monthly reports of courses.

### Qualifications

#### Required Qualifications:

(0-1) minimum years of work related experience

Associate's degree and at least three years of experience providing eLearning or IT support.

Highly developed interpersonal and effective communication skills (customer service), including the ability to communicate and support effectively in person, telephone and electronic mail. Must be able to work effectively in a team environment.

Strong attention to detail and quality control.

Ability to work independently and use existing resources to problem solve.

Advanced technical aptitude, including experience with online learning management systems, web development (HTML), web video conferencing software and an understanding of computer hardware, peripherals such as web cameras, and operating systems.

Demonstrated competence with Microsoft Office Suite and web development applications.

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Experience supporting web browsers and how they interface with applications.

Ability to learn new things and keep up with the pace of technology

Preferred Qualifications:

Bachelor's degree and at least three to five years of experience providing eLearning or IT support.

Experience working with Canvas Learning Management System.

Working knowledge of Adobe Connect.

Basic understanding of LTIs/APIs.

Experience working with academic technologies in the higher educational field.

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**