

Learning Technologies Support Specialist Simmons University

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Posted Nov. 4, 2019, set to expire Feb. 29, 2020

Job Title	Learning Technologies Support Specialist
Department	Administration
Institution	Simmons University Boston, Massachusetts
Date Posted	Nov. 4, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology Educational Services
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Job Description

Learning Technologies Support Specialist

Main Campus - Boston, MA

R06418

Located in Boston's historic Fenway area, Simmons has a strong tradition of empowering women and challenging traditional gender roles. Simmons University was one of the first higher education institutions to prepare women to become leaders and has evolved to become a university offering a women's undergraduate program and graduate programs open to all.

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You're joining our community at an especially exciting time as one of our strategic goals is to become the most inclusive campus in New England. You'll find that people who work here are truly committed to our mission of preparing students to become champions of social justice and leaders in their professions and their communities. This commitment and pride make for a dynamic workplace.

Simmons University is committed to inclusive excellence in all aspects of an individual's community experience. As a university committed to diversity, equity, and inclusion, Simmons encourages applications from all under-represented groups. Simmons is committed to creating, developing, promoting, and enhancing inclusive hiring practices-at all levels, for all positions-ensuring diverse talent pools and the delivery of a consistent positive candidate experience. Simmons is an equal opportunity employer and is committed to continuing to develop a more diverse faculty, staff, student body, and curriculum.

Job Description:

Simmons University is looking for a Learning Technologies Support Specialist (Support Specialist) to join the Technology Department. Reporting to the Manager of Academic Systems Support (Manager), the Support Specialist will provide the Simmons University community with consultation, support, technical assistance, and creative expertise in the innovative, imaginative, and impactful use of instructional technology to support educational objectives. From promoting the effective use of teaching and learning technologies to overseeing administration of the Learning Management System (LMS), Moodle, the Support Specialist will play a critical role in contributing to Simmons academic excellence through technological innovation.

Simmons is committed to developing a collaborative team of instructionally-minded professionals who appreciate the creative and effective use of learning technologies in the classroom and who can support the growing online and on-the-ground academic programs that require the digital and instructional expertise this position seeks.

Simmons University is committed to building a community that is equitable and inclusive of all students, staff and faculty members. We recognize that a robust intellectual community for all requires authentic engagement, thoughtful participation and inclusive leadership, and that interactions between colleagues are among the most important ways to build a culture of inclusion and collaboration. As a University committed to diversity, equity and inclusion, we seek candidates who embody these values and who have demonstrated experience working successfully with individuals across a broad spectrum of identities and perspectives.

Responsibilities:

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- * Support, manage and train users in leveraging the full functionality of the LMS, currently Moodle;
- * Provide technical and user support for other academic technologies, such as Panopto, Turnitin, Ally, etc;
- * Participate as a member of appropriate faculty committees related to academic technology;
- * Serve as Tier 3 support contact for all enterprise teaching and learning applications managed by the academic systems group;
- * Provide ongoing training and support to the Simmons Service desk for all said teaching and learning applications;
- * Administer the LMS in relation to teaching and learning established best practices and course management/development duties;
- * Provide ongoing instructional design support to aid in the adoption of academic technologies and effective teaching strategies;
- * Participate in the ongoing development of the learning management system environment in relation to teaching and learning needs;
- * Coordinate, develop, organize, and lead programs such as workshops, lectures and training series to inform faculty on trends in instructional technology and methods for effective use of technology in teaching;
- * Play an active and principal role in fostering the adoption of instructional technology and the learning management system by academic departments and individual faculty, while creating strong relationships that help to further Training and Instructional Technology;
- * Manage daily operational tasks include: support ticket work, communicating ticket and project progress to faculty, scheduling group and 1-on-1 training sessions;
- * Actively translate instructional client needs into viable technical solutions;
- * Work cooperatively within Simmons Technology support staff;
- * Stay informed of technology advancements, specifically those that are used or could be used at Simmons;
- * Stay up-to-date with technology pertaining to this position;
- * Participate in required technical and interpersonal skills training.

Minimum Qualifications:

- * Bachelor's degree or certification in Instructional Design, Instructional Technology, or a related field required, Masters preferred;
- * Expertise in using and supporting Learning Management Systems, preferably Moodle, previous LMS administration experience a plus;
- * 3-5 years instructional technology experience in an academic environment;
- * A strong understanding of information delivery and learning styles;
- * Familiarity with instructional design principles, learning theories, and pedagogy associated with

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instructional technology;

* Demonstrated proficiency in instructional technology support and training.

Additional Qualifications:

- * Strong interpersonal skills and the ability to communicate effectively with faculty and staff from diverse professional and academic disciplines who have varying degrees of technological competence;
- * Strong technical and analytical skills;
- * Ability to explain complex technology solutions in ways that foster adoption;
- * Strong organizational and time management skills, including the ability to multi-task, prioritize, and independently manage a changing workload and schedule;
- * Excellent visual, oral, and written communication skills;
- * Ability to work independently and in a team environment.

[url=https://apptrkr.com/get_redirect.php?id=1694940&targetURL=http://www.simmons.edu/~media/Simmons/1-2018-Salary-Grades-and-Ranges.ashx?la=en" rel="nofollow]Salary Grade
S08

Instructions to Applicants: Please upload all applicable application materials (e.g. resume/cv, cover letter, writing sample, teaching philosophy, etc.) in the "Resume/CV" box on page 2 ("My Experience") of this application. Documents can be uploaded individually or as a combined document (e.g. PDF).

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To apply, visit [url=https://apptrkr.com/1694940]https://simmons.wd1.myworkdayjobs.com/en-US/Simmons-Careers/job/Main-Campus---Boston-MA/Learning-Technologies-Support-Specialist_R06418

Located in Boston's historic Fenway area, Simmons College is a small, private, non-sectarian College which has educated students for enriching careers and purposeful lives since 1899. Working at



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Simmons means joining a collaborative, diverse and mission-driven community of educators and professionals.

We prepare students to be leaders for themselves, their communities and the world. Our faculty and staff members lead by example - sharing a commitment to excellence and putting the students first.

Contact Information

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

Contact

Administration
Simmons University

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