

eLearning Support Specialist  
University at Buffalo, The State University of New York

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Posted Dec. 22, 2020, set to expire Apr. 18, 2021

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| <b>Job Title</b>            | eLearning Support Specialist  |
| <b>Department</b>           | SPHHP Dean's Office   |
| <b>Institution</b>          | University at Buffalo, The State University of New York<br>Buffalo, New York                              |
| <b>Date Posted</b>          | Dec. 22, 2020   |
| <b>Application Deadline</b> | Open until filled   |
| <b>Position Start Date</b>  | Available immediately   |
| <b>Job Categories</b>       | Professional Staff  |
| <b>Academic Field(s)</b>    | Student Services<br>Educational Services  |
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**Job Description**

**Position Summary**

The School of Public Health and Health Professions is in search of a qualified eLearning Support Specialist capable of supporting online pedagogy, providing leadership and support in online and distance course development, and assessing student learning outcomes. In this position you will work closely with faculty to transform in-person courses into online courses, and to provide guidance in the development of new online and distance courses and programs. You will also assist faculty with in-person instruction through the integration of new instructional methods and tools, providing guidance on ways to improve course delivery and improve teaching outcomes, including use of technology.

Duties can be best separated into two primary areas: 1) support and training and 2) instructional technology and design. Details of each include, but are not limited to, the following:

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#### Support and Training

- Act as the primary resource for all faculty around the area of the use of instructional technology especially related to online and distance technology
- Provide support for faculty issues related to any form of course delivery
- Resolve technical issues related to instructor use of software & web-based teaching tools such as Blackboard, WebEx, Zoom, Box Drive, Office365, Panopto, etc.
- Resolve hardware (cameras, audio, system peripherals, etc.) issues as needed
- Develop workshops and training sessions on a variety of technology tools and effective teaching and learning pedagogies, including in the distance environment
- Provide way to share with the faculty with the necessary tools and guidance in order to adopt new technology
- Participate in the development and delivery of training and orientation programs for students and faculty when appropriate
- Provide audio/visual support for SPHHP functions and events
- Maintain and translate knowledge of new and emerging technologies to SPHHP instructors.
- Provide best practice assistance for development and implementation of testing and exams for instructors

#### Instructional Design and Technology

- Support the course review process to promote continuous improvement
- Collaborate with faculty on all aspects of course design including identification of learning goals and objectives, curricular alignment, identifying teaching strategies, creation of learning activities, and assessment of student learning
- Consult with program leadership on curricular design, especially for new and online and distance programs
- Guide and implement the design, planning, implementation, and maintenance of the online and distance learning course template
- Work with faculty to provide ways to enhance learning, especially for those courses that use specialized software, simulation, and high-end audio/video production
- Design, develop, and deploy video technology in course and web presentation for instruction where appropriate
- Collaborate with content experts, program administrators, IT support staff, subject librarians, graphics specialists, multimedia developers, and other instructional designers for the consistent delivery of exemplary courses
- Stay up-to-date on new and developing technologies in order to ensure the school remains at the cutting edge of best practices in instructional design and technology

The School of Public Health and Health Professions (SPHHP) is one of the only schools in the country

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to include both public health and health professions, providing unique opportunities for collaboration amongst students and faculty. With over 30 degree programs for every level of education – undergraduate, graduate, professional, and doctoral – the opportunities are endless. For more information about the School of Public Health and Health Professions, please see <http://sphhp.buffalo.edu>.

As the public flagship university in the State University of New York (SUNY) system, UB is ranked in the top 40 of public universities by U.S. News and World Reports and has been a member of the elite Association of American Universities (AAU) for over 25 years.

The University at Buffalo is SUNY's most comprehensive public research university, and an outstanding place to work. UB amplifies ambition for faculty and staff by offering endless possibilities to achieve more. Here, people from all backgrounds and cultures challenge and inspire each other to discover, learn and succeed. Dedicated staff and engaged faculty collaborate to further knowledge and understanding, and develop tenacious graduates who are valued for their talents and their impact on global society. Visit our website to learn more about the University at Buffalo.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

#### Minimum Qualifications

Bachelor's degree in computer/ media-related field. At least two (2) years of experience in instructional design and providing support in an online or remote learning environments. Strong prior experience using and supporting Blackboard. Experience working closely with faculty to transform in-class courses into online courses, develop new online and distance courses, promote accessibility, and assist faculty to gain skills necessary to design effective online courses. Team player, willing to work in various levels of the organization, focusing on improving outcomes for the entire School and University.

#### Preferred Qualifications

Five (5) years of experience developing and implementing online courses in a post-secondary academic setting. Experience working within the areas related to public health and the health professions. Certifications that focus on the use of educational technology and instructional design, such as those offered by the Online Learning Consortium, Quality Matters, and others. Experience reviewing online courses based on the learner-centered quality standards. In addition to Blackboard, experience with the teaching and learning technologies utilized by the University at Buffalo, including Respondus, Panopto, Zoom, and Webex, with the ability to troubleshoot issues in timely manner.



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**Contact Information**

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

**Contact**

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