

Instructional Support Technician

Position Details

Position Information

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| Position Title | Instructional Support Technician |
| Department/Unit | University Libraries |
| Location | Halifax |
| Posting Number | S140-20 |
| Employee Group | None |
| Position Type | Temporary |
| Duration of Contract (if applicable) | 6 months |
| Employment Type | Full Time |
| Full-time Equivalency (FTE) | 1.0 |
| Salary | \$48,874 - \$59,603 annually, to be prorated to \$24,437 - \$29,802 |
| Classification | SIT1 |

Provisional Statement

About Dalhousie University

Dalhousie University is Atlantic Canada's leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 19,000 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, that celebrated 200 years of academic excellence in 2018.

Job Summary

Dalhousie University Libraries support and advance learning and research endeavors by providing collections, facilities and services that enable expedient access to the world's information and knowledge.

The Faculty of Management is recognized for its innovative, values-based approach to management education and research. Graduates are leaders and managers in the business sector, public sector, and civil society who live the Faculty's vision of inspiring transformational solutions. The Faculty of Management consists of four academic units (School of Information Management, Rowe School of Business, School of Public Administration, and School for Resource and Environmental Studies), several research Centers, and program support units.

The Instructional Support Technician is responsible for technical support and training in the use of Dalhousie's Learning Management System (LMS), and other associated tools and products. Fifty percent of the incumbent's time will be working with ATS supporting the general community, the remainder working directly with Faculty of Management faculty and staff. The incumbent will report directly to the ATS Manager of Services, Support, and Training, with dotted line reporting to the Director of the Centre for Executive and Graduate Education in the Faculty of Management.

Key Responsibilities

- Set up courses and communities for faculty and provide technical support and

troubleshooting for course designers when using tools in the Learning Management System (LMS) and other supported products.

- Review and respond to questions posted in the ticket system, via phone, or in person in a timely manner. Prioritize requests according to service standards.
- Meet with faculty to assist with the posting of materials within courses, and to problem solve challenges that faculty experience with the use of individual tools.
- Test the use of various tools and research problems that users experience in order to resolve issues encountered while using the supported tools.
- Recommend design alternatives based on faculty preferences.
- Provide training to the Dalhousie community on instructional applications licensed and supported by Instructional Technologies.

Note

Qualifications

Undergraduate degree in Computer Science with a focus on educational technology along with three years' experience in educational technology, online education in higher education and teaching (or an equivalent combination of training and experience) is required. Must demonstrate in-depth knowledge of Windows, Mac, and mobile operating systems as well as different browsers and browser plug-ins. Strong communication and interpersonal skills are required to work with individuals at all levels within the organization. The incumbent must demonstrate strong problem-solving skills and the ability to work independently with minimal supervision. Ability to contribute to a team dynamic in a fast-paced work environment. Ability to prioritize work to meet tight deadlines. Experience in Learning Management Systems products is essential. Basic knowledge of instructional design is an asset.

Job Competencies

Additional Information

Application Consideration

Applications from university employees and external candidates are given concurrent consideration. Among short listed candidates, university employees will be given special consideration.

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Diversity Statement

Dalhousie University is committed to fostering a collegial culture grounded in diversity and inclusiveness. The university encourages applications from Indigenous persons, persons with a disability, racially visible persons, women, persons of a minority sexual orientation and/or gender identity, and all candidates who would contribute to the diversity of our community. For more information, please visit www.dal.ca/hiringfordiversity.

Posting Detail Information

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|----------------------------|------------|
| Number of Vacancies | 1 |
| Open Date | 11/06/2020 |
| Close Date | 11/23/2020 |
| Open Until Filled | No |

Special Instructions to Applicant

Quick Link for Direct Access to Posting <http://dal.peopleadmin.ca/postings/4388>

Supplemental Questions

Required fields are indicated with an asterisk (*).

Documents Needed to Apply

Required Documents

1. Résumé / Curriculum Vitae (CV)

Optional Documents

1. Cover Letter