

Academic Technologist

JOB TITLE: Academic Technologist
DEPARTMENT: Center for Online and Extended Learning (COEL)
SUPERVISOR: Vice Provost for Online and Extended Learning

GENERAL JOB DESCRIPTION

The Academic Technologist will provide technological support to the faculty, staff, and student body of the University's online and non-credit academic offerings. The technologist will be the primary technological contact in regards to usability and accessibility in online courses. This may include design, development, and modification of instructional content to achieve requirements; planning, hosting, and coordinating workshops or individual training sessions on the proper use of technologies; researching legal and technological changes in accessibility and other technology; and providing end-user technical support. The Academic Technologist will be skilled in working with a variety of stakeholders to support and advance academic technology and accessibility. The position will assist with ensuring compliance with federal regulations and guidance while supporting the mission of the Center for Online and Extended Learning.

MAJOR DUTIES AND RESPONSIBILITIES

[40%] Support the Instructional Design team in the design and development of instructional content for use in credit and non-credit offerings.

- Provide course development services for online, seated, and non-credit course sections.
- Assist with Quality Assurance (QA) course checks.
- Perform updates to existing courses, especially in regards to accessibility.
- Serve as primary Manager and Web Master for the *tuonlineresources.com* repository web site.

[30%] Collaborate with various campus entities to provide accessible technology and information for online classes.

- Coordinate with vendors for technology, documents, and textbooks in alternative formats, and ensure availability.
- Develop educational resources (e.g. tutorials) and training in support of Academic Technologies.
- Update and create accessible course documents using best practices.
- Remain current with higher education issues and trends related to universal design and accessibility.
- Perform accessibility testing and analysis of existing online courses and tools to ensure that course content meets Web Content Accessibility Guidelines (WCAG) 2.1 standards.



- Update “OldGen” online courses as accessibility or usability issues arise.

[20%] Support the integration of Academic Technologies and the application of technology for online environments, in credit and non-credit applications.

- Design and produce educational resources (e.g. tutorials) in support of Academic Technologies.
- Serve as backup Administrator and provide Tier I and/or Tier II Support in the “for credit” LMS (Moodle) and other Moodle-integrated third party technologies.
 - Perform as needed “quick-fixes” to existing online sections.
- Serve as primary Manager and Web Master for the “non-credit” portal web site.
 - Manage student enrollment for non-credit academic offerings.
- Deliver individual consultation and training (in collaboration with various campus entities) to faculty, staff, and students on issues pertaining to effective technology use.
- Provide (limited) “on-call” after hours support during term rollover periods (one weekend day, approximately 6x per year).

[10%] Proactively supports the mission of the Center for Online and Extended Learning.

- Actively participate in and meaningfully contribute to strategic discussions and on-going planning processes to the COEL.
- Perform other duties as assigned by the Vice Provost.

QUALIFICATIONS FOR THE JOB

- Technology mindset: able to learn, understand, and share new technologies and techniques.
- Fluency in HTML/CSS coding, including managing multiple classes.
- Awareness/basic knowledge of WCAG 2.1 accessibility standards (advanced training will be provided).
- Basic skills in the following:
 - Microsoft Office (Word/Powerpoint/Excel),
 - Web, media, and video technologies for education,
 - Graphics software (Adobe CS products), and
 - Learning Management Systems (Moodle preferred).
- Excellent listening, oral, written communication skills that promote effective working relationships with diverse populations.
- Ability to work both collaboratively and independently.
- Ability to work efficiently under time constraints.
- Ability to organize multiple critical projects and work assignments.



PREFERRED QUALIFICATIONS

- Bachelor's degree from a regionally accredited institution in a related field with two or more years of work experience in web design/management preferred. Candidates with an Associates' degree and relevant experience may be considered.
- Familiarity and understanding of available assistive technologies.
- Experience supporting an LMS.
- Experience in editing videos and closed captioning files.
- Ability to communicate in Spanish a plus.

This position is a year-round appointment working 40 hours per week. Normal business hours are required, with occasional weekend and evening hours, including a willingness to address time-sensitive University needs outside of normal office hours. This is an ON-CAMPUS position, located in Tiffin Ohio. After the probationary period, the position may transition to partially remote status, at the discretion of the Vice Provost.

KEY COMPETENCIES

- Interdependence:* Fosters collaboration
- Communication:* Strong decision making and communication skills
- Accountability:* Formulates effective and progressive strategies aligned with University mission and values
- Respect:* Creates an engaging, collaborative work environment by bringing diverse people and ideas together.
- Entrepreneurship:* Influences and inspires innovation and creative thinking.

PHYSICAL REQUIREMENTS

Ability to sit and or stand periodically for long periods.



We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates

Reviewed by HR on 09/2022



who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests. Tiffin University actively seeks to increase the diversity of its workforce. We are dedicated to providing educational, working and living environments that value the diverse backgrounds of all people.

NONDISCRIMINATION POLICY: Tiffin University is committed to a policy of nondiscrimination and equal opportunity for employees, applicant for employment, students or applicant for admission, access to educational opportunities on the basis of race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity Commission or other human rights agencies.

Tiffin University is an Equal Opportunity Employer