Instructional Technologist / Instructional Designer

Department/Division: Information Technology
Classification: L2 – Technical Analyst Specialist
Status: Full-time, exempt, replacement
Schedule: M-F, 8:30 a.m. to 5:00 p.m.

Job Summary: Work directly with faculty to provide support for the Blackboard (Bb) Learning Management System and supported instructional technology applications. Provide faculty training and professional development for technology-enhanced pedagogy options. Guide faculty in effective online & hybrid course design based on Quality Matters standards. The position is located at 10 Beech Street (currently working remote) and reports to the Director of Educational Technology.

Essential Functions and Responsibilities: The following outlines the primary functions of the position and is not to be considered a detailed description of all duties.

- Provide comprehensive faculty support for the University’s (cloud-hosted) Blackboard Learning Management System, including user onboarding, navigation, assistance with course tools, building content & exams, grade submission, etc.
- Handle Blackboard system administrator tasks, troubleshoot issues, integrate third-party tools, install LTIs, and initiate Bb support tickets
- Maintain mastery of the University's instructional technology applications & tools, multimedia carts, cameras, projectors, smartboards, video capture, etc.
- Assist faculty to integrate and use instructional technology applications
- Lead professional development workshops for faculty and staff demonstrating academic technology tools and uses
- Create instructional presentations, videos, and technical documentation
- Advise and guide faculty in the effective design of online and hybrid course offerings including interface design, instructional sequencing, use of assessments, and optimal course materials & activities
- Skillfully evaluate online and hybrid courses, applying the Quality Matters rubric
- Attend online, local, regional, and national conferences, seminars, and workshops (requires approval, budget dependent)
- Maintain frequent, detailed communication with the Director of Educational Technology on the status of projects, reported problems/issues, requests for assistance, and other matters
- Other duties assigned by the Director of Educational Technology and/or the CIO
Qualifications:

- Master's Degree in Instructional Technology, Instructional Design, eLearning, or a highly related field is **REQUIRED** (absolutely no exceptions)
- Relevant experience (3+ years) as a Blackboard (Bb) course designer and system administrator (or in a similar LMS, such as Canvas or D2L Brightspace)
- Experience using Bb tools such as Ultra, Collaborate, Ally, and Annotate
- Relevant experience (3+ years) supporting and using instructional technology tools including video (Panopto), presentation (PPT, VoiceThread), lecture capture, and polling (Poll Everywhere) software applications
- Knowledge of current instructional theories and principles applicable to instructional design, multimedia technologies, and course management tools
- Proficiency in designing online and hybrid courses to Quality Matters standards
- Quality Matters certification(s), desirable
- Ability to design and produce engaging instructional materials (video, presentations, and written documentation)
- Experience with applications used to create infographics, animations, presentations, and websites, desirable
- Familiarity with classroom media cart functionality
- Ability to work collaboratively within an academic community and assist end-users with varying levels of technology aptitude
- Service-oriented with a welcoming and helpful attitude
- Experience entering, responding to, and closing tickets in a service desk software application
- Experience assisting end-users via remote desktop
- Ability to work within an unpredictable environment where on-demand assistance via phone, email, or in-person is frequent
- Exceptional interpersonal and verbal/written communications skills
- Strong organizational skills; able to multi-task, manage, and meet deadlines
- Proven ability to continually adapt, learn, and remain relevant in a rapidly changing technology environment

**Working Conditions and Physical Effort:** Work is normally performed in a typical interior/office work environment. No or very limited physical effort required. No or very limited exposure to physical risk. Must complete a background check and complete university compliance training.

**Compensation:** A competitive wage plus a comprehensive benefits package that includes health and dental insurance, 12 days paid sick leave, 4 weeks paid vacation, 15 paid holidays, employer-paid long and short-term disability, 403 (b) retirement plan, university-paid life insurance, and tuition remission benefits for the employee, spouse and dependent children.

**Application Procedure:** To apply, go to BW's Employment and Careers website: https://www.bw.edu/employment. Click the "Apply Now" link next to the position. Upload a single (1) Word document or PDF. The document should include your cover letter, resume, and contact information for three professional references. The application deadline is midnight, July 12, 2020.

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