



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 08/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Learning Technologist – DAL

JOB SUMMARY

The Learning Technologist is engaged in the planning and implementation of learning technology initiatives including the development and delivery of applications and systems training for end users. The Learning Technologist plans, coordinates, and delivers instructional programs and seminars and supports special initiatives within the Office of Technology and Academic Affairs. Particular subject matter expertise in learning management systems and online learning tools are applied toward end user technical and functional support initiatives. Work is performed under the limited supervision of the Manager, Technology Dallas; and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Technology Dallas

Supervises: May supervise students and temporary staff

ESSENTIAL DUTIES - May include, but not limited to the following:

- Writes end user documentation.
- Conducts one-on-one, small group and large classes.
- Plans and implements training for faculty and students related to learning technologies.
- Assists in planning and implementation of technology initiatives.
- Supports systems and procedures for learning technologies.
- Assists with the use of on-line course development tools and multi-media resources.
- Trains users on learning technology tools.
- Recommends best practices and identifies opportunities for learning technology applications.
- Develops training programs and materials.

- Responsible for product testing and support.
- Assists in the development and implementation of major project timelines.
- Conducts and/or delivers training face-to-face and via online resources.
- Develops and maintains technical skills to ensure high quality levels of technical support for end users.
- Self-directs learning of new technology applications quickly and efficiently.

ADDITIONAL DUTIES

- Provides University - or community - related services that may directly or indirectly impact institutional goals or initiatives.
- Participates in end user product testing and evaluation.
- Demonstrates product functionality and performance for end users.
- Troubleshoots issues end users encounter with learning technologies.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Master's degree preferred. Technical short courses and seminars relating to instructional technology preferred. Technical writing and course development experience preferred. ITIL, HDI certifications preferred.

EXPERIENCE

Three years' experience in an information technology or instructional technology environment, preferably in higher education. Previous customer service, computer lab, field support, or telephone technical support experience preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Ability to organize and work effectively with an understanding of organizational policies and activities.
- Conceptual understanding of theories, principles, practices, methods, and techniques relevant in the field of instructional technologies.
- Ability to articulate technical concepts to a non-technical audience.
- Knowledge of learning management systems.
- Proficient in communication, both oral and written.

- Ability to integrate resources, policies and information for the determination of procedures, solutions, and other outcomes.
- Ability to handle multiple and simultaneous tasks.
- Ability to work effectively with a variety of groups.
- Ability to respond and take action quickly.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to deliver a positive customer service experience.
- May be required to work a flexible schedule, including nights, weekends, and holidays.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. May be required to work a flexible schedule, including nights, weekends, and holidays.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to PCs and networks.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Date: _____

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Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.