

Digital Learning Administrator, Hayworth Center for Online Learning (REF: HAY-DLA)

Summary: The Digital Learning Administrator helps Queens leverage innovative tools for thinking and learning, online pedagogy, student engagement strategies, and educational technology to ensure that effective learning occurs within the collegiate classroom. This role is responsible for leading the exciting implementation of our LMS migration project from Moodle to Canvas while providing local administration and support of educational technology. The Digital Learning Administrator reports to the Director of the Hayworth Center for Online Learning (HCOL). *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities

LMS Administration

- Provides direct support of LMS implementation, data migration and initial system setups and updates.
- Provides administration for dual LMS to diagnose and resolve issues related to importing course content and migration of the Learning Management Systems (Moodle to Canvas).
- Provides training materials, opportunities, and orientation documentation for the new LMS and other educational technology.
- Effectively identifies and addresses the needs of users with varying technical skills and provides a level of help appropriate to that individual.
- Maintains accurate online, web-based resources, such as tutorials, reference material, design standards, and templates for HCOL.
- Trains faculty to use innovative technology tools in online and physical classrooms.
- Support faculty in their efforts to teach and use digital tools for instruction, including a new LMS.
- Assists faculty in the development of digital learning components and tools.

Digital Learning

- Supports and drives the vision of HCOL.
- Designs appropriate and effective visual aspects of curricula, e-learning, and LMS design based on course content and training goals
- Manages and develops engaging and intuitive eLearning content (including modules, scripts, videos, quizzes, etc.).
- Works simultaneously on multiple projects based on current curriculum needs.

- Delivers formal and ad-hoc training and tutorials on educational technologies while maintaining accurate online, web-based resources, reference material, design standards, and templates.
- Works closely with faculty to design, develop and implement engaging online material and assessment tools to enhance the teaching and learning experiences.
- Establishes, measures and reports on performance indicators related to instructional technology.
- Promotes collaboration, partnerships, and relationships among staff.
- Identifies and helps resolve ethical and accessibility implications of eLearning course design.

Non-essential Duties

- Other duties as assigned to meet university and department goals.

Experience, Knowledge, and Skills Requirements:

- Bachelor's or master's degree with coursework in instructional design, educational technology, curriculum development, web design, Computer Science, or a related discipline.
- At least three years of experience working with educational technologies in a support or development capacity.
- Proven experience in instructional course design for web and technology-mediated instruction and applying up-to-date, instructional technologies and emerging instructional design principles.
- Experience with Moodle, Canvas, Adobe Creative Suite, Articulate 360, Adobe Captivate, HTML/JavaScript, and/or other LMS and course authoring tools.
- Experience with multimedia and web design technologies, including video conferencing and/or webinar technologies.
- Experience with visual design skills and the ability to storyboard by translating written content into visual descriptions using graphics, animations, and video scenarios.
- Experience with accessibility technology.
- Knowledge and experience working in both a MAC and a PC framework.
- Strong written and verbal communication skills and advanced technical writing skills.
- Ability to manage multiple projects at different stages while meeting deadlines and quality standards.
- Ability to work remotely and at our Charlotte campus.
- Ability to work independently under minimal supervision.
- Excellent interpersonal skills and experience interacting with multiple constituencies (faculty, staff, vendors).

- Proven attention to detail, accuracy, and timeliness.
- Excellent organization and follow-up/follow-through skills to ensure completion of assignments within established timeframes.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action while knowing when to ask for assistance or direction.
- Ability to thrive in a fast-paced environment and to effectively prioritize assignments to meet given deadlines.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; familiarity with FERPA a plus.

Application Process

Qualified candidates should submit the documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled.

Include the following:

1. A cover letter addressing position qualifications and your experience
2. Current curriculum vitae or résumé
3. Contact information for three professional references.

IMPT: include "**HAY-DLA**" and **YOUR NAME** in your email Subject Line.

(**Example:** HAY-DLA Shawn Mullin)

Applications received by August 15, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 10 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Work Conditions

- Work in an office environment, involving contact with faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume, and may be stressful at times.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.