

Learning Technologist, Hayworth Center for Online Learning

Summary: The Learning Technologist works at the intersection of technology and education to ensure that innovative learning occurs within the collegiate classroom. This individual provides administration and support of academic technologies such as the learning management system (LMS) and ensures that Queens complies with regulations for online learning. The Learning Technologist reports to the Assistant Provost for Online Learning and Graduate Studies.

Essential Duties and Responsibilities

Academic Technology:

- Serves as Queens University of Charlottes' LMS Administrator, staying current on LMS (Canvas) updates/changes and performing related duties.
- Diagnoses and resolves issues related to the LMS, instructional media, and educational technology for Queens University faculty and staff.
- Effectively identifies and addresses the needs of users with varying technical skills and provides a level of help appropriate to that individual.
- Conducts biannual use audit of LMS.
- Partners with Queens faculty and instructional designers to promote new learning technologies, such as ePortfolios and digital libraries and delivery strategies to support pedagogical initiatives.
- Collaborates with instructional designers in developing and facilitating workshops on a variety of technology related topics.
- Offers one-on-one support and consultations with faculty and staff.
- Maintains accurate online, web-based resources, such as tutorials, reference material, design standards, and templates.
- Researches and evaluates new and emerging learning technologies.

Online Compliance:

- Remains current with changes to state and federal regulations related to distance learning, state licensure, and accessibility.
- Maintains webpages for state licensure and distance education.
- Provides training materials and opportunities for faculty and staff related to accessibility of digital materials.

Non-essential Duties

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

Experience, Knowledge, and Skills Requirements:

- At least 3 years of experience working with academic technologies in a support or development capacity.
- Demonstrated experience with Canvas Learning Management System.
- Proven technology troubleshooting, an affinity for learning and applying new technology quickly, editing video and audio components.

- Expert with academic technology platforms with experience either as an administrator or developer, experience with accessibility technology and WCAG standards.
- Knowledge and experience working in both a MAC and a PC framework.
- Experience with SQL and HTML, desired
- Advanced technical writing skills.
- Ability to manage multiple projects at different stages while meeting deadlines and quality standards.
- Ability to work remotely and at Queens' Charlotte campus.
- Ability to work independently under minimal supervision.
- Excellent interpersonal skills and experience interacting with multiple constituencies (faculty, staff, vendors).
- Strong written and verbal communication skills and a gift for identifying information that should be escalated immediately.
- 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.
- Bachelor's degree or the equivalent in experience and education, advanced degree preferred.

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. Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current résumé or CV
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "HAY-LT" and **YOUR NAME** in your email Subject Line.
(**Example:** HAY-LT Shawn Mullin)

Applications received by December 30, 2021, will receive first consideration. Queens will continue to accept applications until the position is filled.

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.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger.

Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

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, childbirth and conditions related to pregnancy or childbirth), 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.

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 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 5 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional evenings, and/or weekends.
- Must be willing and able to travel (by car, bus, air, or other modes as appropriate; to achieve enrollment goals.
- Work in office environment, involving contact with prospective and current students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

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.