Position Title: Learning Technologies Support Specialist

Department: Centre for Innovation and Excellence in Learning, Vancouver Island University

Competition Number: 18-3063

Number of Positions: One

Appointment Type: Regular Full-time

Category: CUPE 8

Salary Grid: [link](https://ciel.viu.ca/files/viu-cupe-salary-scale1pdf)

Start: As soon as possible

Workload: 35 hours per week

Employment Group: Canadian Union of Public Employees (CUPE)

Position: 00433

Location: Nanaimo Campus

Interview Dates: Last two weeks of May

Overview: The Centre for Innovation and Excellence in Learning is Vancouver Island University’s (VIU) teaching and learning centre. We assist with the implementation of VIU’s Academic Plan and work collaboratively with academic Faculties and teaching faculty members to promote and support innovation and excellence in student learning. We do this by supporting the creation and development of high quality curriculum-supported learning opportunities, through the appropriate integration of research-informed teaching tools, the use of interactive technologies and the promotion of active learning environments.

Job Summary: An effective Learning Technologies Support Specialist will be prepared to engage in the following activities:

- Provide front-line learning technology support to faculty for web-enhanced, blended and online learning when they request assistance with functions and features of technology learning tools
- Inform faculty about helpful strategies and provide information to allow students to be successful in using learning technologies
- Provide models and best practices in how to use and implement technology tools in a web-enhanced, blended or online learning environment
- Work with the Centre team to deliver and support technology-enhanced offerings for faculty and students
Duties
This front-line learning technology support position works supporting faculty and students with VIU’s learning management system (VIULearn, powered by Brightspace), along with our video streaming service (VIUTube powered by Kaltura), blogging and website platform (VIUBlogs powered by WordPress) and our web conferencing system (VIUOnline Rooms powered by Zoom). There are other educational technologies this position will also support. This valued position promotes, supports and assists faculty with their use of learning technologies. This position works closely with all of the members of the Centre for Innovation and Excellence in Learning team in order to support and deliver university-wide projects and programs.

Main duties
- Help users resolve software and application access, navigation problems, operation and functional issues (i.e., what can the software do and how do you get it to do that?) delivered through email, phone and drop-in queries by assessing situation, responding appropriately and finding solutions. Refer users to experts to resolve issues related to non-functioning software or hardware or pedagogical issues.

- Provide front-line faculty and student support for users of our learning management system. This position supports users in their use of software programs.

- Identify complex problems and work with the appropriate experts (CIEL team members, VIU support departments, vendors, etc.) to help users find resolution.

- Provide appropriate support to users with varied technological comfort or competencies.

- Provide timely responses to support users.

- Provide support for faculty and students on other technologies such as blogging tools, classroom response systems, web-based conferencing software, video storage software, etc.

- Gather, create, and edit web-ready digital media resources related to Centre programs, and projects. This may include working with documents, website pages, images, and audio/video resources.

- Create and customize passive resources to support faculty and students in the use of VIU’s learning technology tools. This could include support-training focused explanatory videos, printable guides, and web pages for both faculty and students.

- Support users through 1:1 consultations, working with small groups, delivering support through web-based conferencing software, telephone or creating support-focused training materials within the learning management system.
• Work with other team members to review changes and updates to learning technology tools. Communicate changes to both the Centre team and users of the system appropriately. Updating existing support materials, in all locations, as appropriate.

• Support faculty who are preparing web-based course components by providing models of best practice for web content creation; including document preparation, working the HTML and CSS style sheets, and working with pre-loaded learning management system templates.

• Work effectively within established procedural frameworks.

• Remain current in the field. Be able to manage many tasks and duties and keep records and documentation on work.

• Quickly switch tasks and focus in a high pressure, fast-paced environment often with a heavy workload and be frequently called upon to resolve or refer issues with immediate requirements or tight deadlines. Work closely with the other Learning Technologies Support Specialists to seamlessly provide faculty support as a strong functioning team. Work closely with the Learning Technologies Application Developer as new tools and learning environments are developed and deployed and for referring more complex issues. Work alongside the Curriculum Teaching and Learning Specialists to support Centre initiatives and pedagogically-sound technology use.

• Engage in departmental-wide team projects and activities to support affiliated projects and activities with all technologies. Participate in meetings, courses, and workshops that continually allow new learning to aid job duties and provide direct support and success with team projects and activities.

Note: Instructional and curriculum project components, online course design processes and faculty instruction, and more in-depth and ongoing teaching of technology are provided by another position in the centre.

**Required Qualifications**

• Bachelor’s degree from an appropriately accredited institution.

• Five to seven years of recent, related experience, including experience in front-line customer service technology areas, and experience in a post-secondary environment.

• High degree of advanced experience (course and account control, user settings, etc.) using a learning management system (e.g., Brightspace), web pages and HTML basics.

• Excellent English composition and grammar skills.
• Senior-level word processing skills and proficiency with MS Office. 45 wpm typing speed.

• Team player with excellent interpersonal and communication skills; ability to deal with a wide variety of people with tact, diplomacy, and patience. Ability to work independently and efficiently in an environment of frequent interruptions and deadlines. Demonstrated organizational and coordination skills. Knowledge of organization of VIU including an understanding of institutional structure, functioning, programs, courses, faculties, and staff. Ability to learn new technologies quickly.

Preferred Qualifications

• An understanding of technology use and application in an institute of higher education.

• Experience working with web authoring tools, such as Drupal or WordPress.

• Prior experience working in Brightspace an asset.

• Prior experience working with a ticket or tracking system an asset.

Application Details

• CV/Resume

• Cover Letter

• Short-listed candidates must provide original transcripts, or applicable original certifications at time of interview.

• Please Note, according to the CUPE Collective Agreement:
The employer will not make any information about external applicants available to the hiring committee, nor will any external applicants be considered until the applications of internal applicants have been thoroughly processed and no qualified applicant as per Article 13.04 is found.

Applications will be assessed and applicants will be short listed based solely on information provided on the application to the specific posting.

Interview process will be multi-step; including pre-screening Zoom or phone call, email support activity as well as a face to face interview.
Information About Area

About Nanaimo

Nanaimo is a city of 90,000 residents, located on beautiful Vancouver Island in the most westerly Canadian province, British Columbia — a tourist destination blessed with the natural beauty of mountains, forests and seashore, a mild climate, and many opportunities for year-round outdoor sports and recreation.

Nanaimo is close to the major metropolitan areas of Vancouver (15 minutes by seaplane or 1.5 hours by ferry leaving from Nanaimo) and the capital city of British Columbia - Victoria (1.5 hours by car).

Employees at VIU can have the best of all worlds:

- caring and comfortable community
- lower cost of living
- spectacular natural environment
- unequalled recreational opportunities
- one of the mildest climates in all of Canada
About Vancouver Island University

Known as a centre of excellence for teaching, applied research and learning, Vancouver Island University (VIU) is producing quality graduates that are in demand by employers across the country and around the world.

With roots that date back to 1936 when Nanaimo’s first vocational training school opened its doors, VIU shares a rich history and connectedness with its communities. It is this history and commitment to people that has provided VIU with a solid foundation on which we continue to grow.

VIU has evolved into a dynamic, internationally known university supporting a student population in excess of 17,000 full- and part-time learners, including 11% international students, 9% Aboriginal students, and employing over 2,000 faculty and staff. Student to faculty ratio – 16:1. VIU has 120 programs available with 63% as bachelor’s or master’s degrees, 14% diplomas or post-degree diplomas, 9% certificates, 4% apprenticeships and 10% other. 92% of students consistently indicated that they are satisfied with their academic and overall experience at VIU through student satisfaction surveys.

VIU operates three campuses including a main campus in Nanaimo campuses in Duncan and Powell River. VIU is also the owner of Milner Gardens and Woodlands in Qualicum Beach.

VIU is an organization that values a diverse range of training and education. Offering programs from basic literacy to vocational programs, trades, undergraduate and graduate degrees, VIU encourages all students to explore their potential, discover more about their world and excel in both life and learning.

Why Students Choose VIU

- Excellent facilities, quality programs at a reasonable cost
- Small classes taught by experienced and highly-qualified instructors
- Academic advising, personal counselling, and support services for international students
- Social, recreational and sports activities; homestay, and on-campus student residences
- Co-operative Education programs that allow for study and full-time work anywhere in Canada
- Great location in a smaller city close to Vancouver and Victoria
About British Columbia

Whistler for Skiing

Surfing in Tofino - 2.5 hours

Skiing at Cypress Mountain in Vancouver

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### More Information

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