Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Academic Technology Specialist

Department: Academic Technology Services

Reports to title: Director of Academic Technology

Full Time: X Part Time: __________ Date Prepared: July 14, 2020

Job Group & Level: PT-2 Regular Daily Work Schedule: _______ _______

Pay Type: Weekly _______ Monthly X _____ Months Per Year: 12 _______ Hours Per Week: 40 _______

(Summer Months) Months Per Year: _______ Hours Per Week: _______

1. Summary of Position:

Reporting to the Director of Technology for Curriculum and research, the Academic Technology Specialist supports the educational mission of the College by providing expertise in Learning Management Systems (LMS) and academic technology, as well as contributes to IT accessibility compliance and assistive technologies. The Academic Technology Specialist works independently as well as collaboratively to research, evaluate, select, plan and implement academic technologies, tracks trends and new technologies in the field and recommends solutions to the College to employ new tools and methods for meeting the College’s teaching, learning and research objectives.

Manages robust work portfolio illustrating thoughtfulness, product quality, and ability to execute successfully in diverse and dynamic environments.

The Academic Technology Specialist takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

Due to the nature of the position, work outside normal hours of operation may be required.

2. Principal Duties and Responsibilities:
### Academic Technology Overview:
This position is a key contributor to all phases of the academic technology work to support and enhance teaching and learning. This work involves the implementation of academic technology tools and web platform design and applications in a manner consistent with a complex, diverse, dynamic software environment. Management of systems design projects across the product lifecycle; defining the vision for the learning experience, working iteratively and collaboratively with stakeholders across varied Amherst college user groups and engaging with external users; Troubleshoots and resolves queries relating to academic technologies, LMS and similar systems, as well as assistive learning technologies.

### Focus on LMS:
Demonstrates advanced knowledge and abilities in the management of Learning Management Systems, database systems, and emerging technologies. Provides a wide range of expertise in LMS and instructional technology by researching, evaluating, selecting and implementing specialized software, devices and tools for the LMS and similar systems, Contributes to communication, collaboration and database management software and tools, related to the LMS, regularly making decisions that are critical and relevant to the educational objectives of the college. Actively participates on the team responsible for support of all external/internal web related software and applications linked to the LMS work.

### Learning Technologies for Teaching and Learning:
Provides expertise in the planning, technical implementation, and management of educational and research projects with students, faculty, staff and colleagues across campus, including researching, evaluating, and providing instruction on the use of advanced software and tools for group instruction and individual consultation to meet the goals of assigned projects.

**Digital Accessibility:**
Contributes to the department’s assistive technology initiatives. Researches, evaluates, selects, and implements assistive technology solutions to meet the College’s IT accessibility compliance objectives, as well as provide training and user documentation on their use to students, faculty, staff and other academic support colleagues across campus.

### Faculty development and Outreach
Independently develops and implements general as well as customized training materials, workshops, user documentation and consulting services on the LMS and similar systems for faculty, staff, students and other academic support colleagues across campus. Effectively explains how design solutions align with Amherst college’s education strategy; creating design documents to inform and advance the learning design process. Curates and manages these materials on the ATS website.

### Perform other duties/functions as requested

3. **Internal-External Interaction/Communication:**

Frequent communication/interactions with students, faculty, and staff who possess a wide range of technology skills. Straightforward operational interactions/communications such as providing, obtaining, and receiving information and constant collaboration among project team members. Regularly communicates and collaborates with colleagues at peer institutions.
4. **Education:** (include certifications and licenses)

**Required:**
- Bachelor’s degree in any of the following fields or related field: instructional design, educational technology, informational technology

**Preferred:**
- Advanced degree in any of the following fields or related field: instructional design, educational technology, informational technology **OR** Bachelor’s degree in instructional design/educational technology/informational technology and three or more years of relevant academic technology experience.

5. **Experience:** (List specific skills necessary to perform this job)

**Required:**
- 2 years of relevant academic technology experience.
- Expertise in the administration, management, and use of LMS for students and faculty.
- Expertise in the use of both Windows and Mac operating systems.
- Experience working with faculty and students in an institution of higher education.
- A proven ability to make technical issues understandable and create engaging yet simple training materials using media formats applicable to the specific need.
- Excellent customer service skills and strong, positive interpersonal skills.
- Effective written and verbal communication skills with the ability to communicate effectively to large groups during training and information sessions.
- Ability to work independently as well as in a team-oriented environment with constant collaboration among team members.
- Commitment to working with a diverse and inclusive community.
- Proven time management skills with the ability to work on a variety of projects simultaneously and manage complex projects successfully.
- Strong analytical and problem-solving skills.
- Attention to detail and emphasis on quality and accuracy.

**Preferred:**
- Demonstrate advanced knowledge and abilities in the installation, administration and management of Learning Management Systems.
- General aptitude and familiarity with industry-standard web applications and web design software and coding languages (HTML5 CSS3, JavaScript).
- Working knowledge of content management systems, i.e. Word Press, Cascade, Drupal.
- General aptitude with web applications
- Demonstrated knowledge in the design, development, and delivery of training methodologies
- Exceptional interaction and visual design skills for product applications including expertise with image creation and image editing software using off-the-shelf software imaging tools, including familiarity with desktop publishing tools (such as Indesign).
- Advanced knowledge of and ability to apply accessibility guidelines; Experience with the evaluation, installation and use of assistive technology tools in educational settings.
5. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

- Repetitive motions including hands, wrists, and fingers (keyboard, mouse, and monitor).
- Visual - acute concentration, eye and hand coordination/manual dexterity.
- Movement including ascending/descending stairs and walking across campus.
- Frequently lift, carry, pull and push up to 25 pounds.
- Bending, reaching, stooping, kneeling to access hardware and/or electric outlets located in difficult-to-reach locations.

6. **Decision Making:**

Regularly makes decisions that are relevant to the educational objectives of the College, making decisions that impact the College’s learning environment and IT accessibility compliance.

8. **Supervision Exercised/Received:**

- Minimal supervision received by Director of Academic Technology Services.

**Supervisory Responsibility:** Yes [X] No

**Number of Employees Supervised:** 1 to 2 Student Assistants per year