



We seek outstanding individuals to join our dedicated support staff team. Become a part of our diverse Loyalist team, creating brighter futures, greater prospects and endless possibilities!

TITLE:	Learning Management System Technician (Initiatives/Opportunity, 7 Month Temporary Assignment)	PAYBAND:	F
LOCATION:	Main Campus, Belleville	HOURS:	35 hrs/week
DEPARTMENT:	Centre for the Advancement of Teaching and Learning (CATL)	SALARY:	\$32.06
POSTING DATE:	August 19, 2021	START DATE:	ASAP
CLOSING DATE:	August 30, 2021	COMPETITION #:	PTS21-19R

LEARNING MANAGEMENT SYSTEM TECHNICIAN:

Reporting to the Interim Director, CATL, the Learning Management System (LMS) Technician will provide first level support for faculty to leverage our LMS and associated learning technologies, including basic troubleshooting when issues arise, update and create a range of written, video and web-based faculty and student facing resources to support the use of our LMS and learning technologies and will assist in the creation and conversion of learning materials to accessible formats.

RESPONSIBILITIES:

- Answers questions from faculty about how to use the LMS and learning technologies
- Provides first-level support for faculty and facilitators who experience difficulties with the LMS and learning technologies
- Provides tier 2 support for students who experience difficulties with the LMS beyond the scope of what Loyalist's Service Desk/IT assistance can provide
- Offers basic orientation sessions for the core functions of the LMS and other learning technologies
- Creates and maintains instructions and basic tutorial videos for performing routine tasks in the LMS and other learning technologies
- Posts information on Loyalistcatl.ca as appropriate
- Provides support for cyclical updating of distance programming support documentation and course maintenance, such as announcements/calendars
- Converts existing learning materials to accessible formats
- Provides instructions to faculty and staff on how to use the accessibility checker to edit their own documents
- Reviews/adds closed captioning to video assets and accessible elements to other learning assets

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QUALIFICATIONS:

- Completion of a three (3) year diploma/degree in Education, Communications, e-Learning or Business
- Minimum two (2) years' experience using a variety of LMS and other learning technologies with the ability to provide basic user support
- Experience converting documents/learning objects to accessible formats
- Demonstrated ability to work both as part of a team and individually with minimal supervision
- Advanced word processing and power point skills
- Awareness of adult learning/instructional design principles is an asset
- An aptitude for learning and applying new technologies
- Strong verbal and written communication skills to effectively interact with a variety of customers
- An ability to apply an understanding of diversity and inclusiveness to meet the needs of a diverse student and staff population

TO APPLY: Applications **must** be submitted **quoting the competition #PTS21-19R in the email subject line.** Please send a covering letter and a resume in MS Word or PDF format to:

People and Culture

E-mail: peopleandculture@loyalistcollege.com

Please note: Following an offer of employment, candidates with Canadian credentials will be required to provide official transcripts from the granting educational institution(s); candidates with international credentials must provide World Education Services (WES) www.wes.org/ca evaluation (at their own cost) confirming Canadian equivalency of their credentials.

Loyalist is committed to promoting a diverse and inclusive college community. We encourage and welcome applications from marginalized and equity seeking groups. Loyalist College is committed to accommodating applicants with disabilities throughout the hiring process. If you have accommodation needs, please inform us as soon as possible by sending an email to peopleandculture@loyalistcollege.com.

We thank all applicants, however, only those selected for an interview will be contacted