Job Title: Instructional Technologies Lead

Job ID: 8194

Full/Part Time: Full-Time

Job Code: 0420 Information Technology Consultant - 12

Job Grade: Career

Salary From: $4,372  Salary To: $7,200

Department: IT Acad Technology - 8223

Major Duties
Under general supervision, the Instructional Technologies Lead supports the academic technology group in all aspects of instructional and academic technology for the university. The incumbent guides and coordinates the implementation of the Learning Management System (LMS) ecosystem, which includes all of the Learning Tool Interoperability tools (LTI’s) that are installed globally and at the course level; participates in the administration of the LMS; ensures proper system access and accessibility (universal design) of the LMS; works with vendor to ensure trouble tickets are handled in a timely manner; creates courses and ensures Student Information System (SIS) courses runs in a timely manner; works with IT SIS team on course creation; participates in the evaluation and selection of the latest instructional technology software and hardware; provides support to faculty directly via phone, email, and walk-in; provides one-on-one online, telephone, email support to campus community; assists faculty in the effective use of technology in teaching and learning; supervises the Faculty Technology Center (FTC) structure; oversees the instructional technologists’ whose primary role is to support the faculty walk-in center; manages projects that are given to the FTC walk-in staff; ensures tickets are being entered into the ticketing system; monitors phone tree to ensure staff is properly logged in and runs reports to view ticket and call metrics to ensure smooth help center operations; investigates, evaluates, recommends, selects, and implements new instructional technologies; evaluates and researches new instructional technology tools that can integrate into the LMS ecosystem; conducts workshops as needed with other members of the Faculty Technology Center to support the faculty; maintains and supports the academic technology service catalog; creates documentation for support as needed; and performs other duties as assigned.

Qualifications
Equivalent to graduation from an accredited four-year college or university in a related field. Certification training and applied experience may be substituted for the required education, on a year-for-year basis. Three years of full-time, progressively responsible field-related experience, that includes knowledge of relevant hardware, software, maintenance, and user support.

Knowledge, Skills, & Abilities
Thorough knowledge of a variety of software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems. Functional knowledge of: PC, Mac, backup systems, Saas/PaaS, Canvas, MediaSite, polling software, Portfolium, Zoom, and LTIs desirable. Ability and specialized skills to: apply and assess user needs; identify, analyze and address user problems; analyze problems and propose effective solution; understand functional and procedural requirements and develop alternative solutions; relate system solutions to departmental management and staff; communicate effectively both orally and in writing; make presentations; conduct meetings; develop and/or provide user training; and establish and maintain cooperative working relationships with students, faculty, staff, and administration.

Pay, Benefits, & Work Schedule
The University offers an excellent benefits package.

The salary range for this classification is $4,372 - $10,478 per month.
The anticipated HIRING RANGE: $3,470 - $7,200, dependent upon qualifications and experience.

Hours: Full Time; 40 hours per week; 8:00am – 5:00pm, Monday through Friday. May include some
REG: This is a Regular position with a one-year probationary period.

**General Information**

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

**How to Apply**

Candidates should apply by completing the CSUN on-line application utilizing [http://bit.ly/HR_CSUN](http://bit.ly/HR_CSUN) link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Initial review begins March 22, 2019 and will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below: [http://www.csun.edu/careers/](http://www.csun.edu/careers/)

**Equal Employment Opportunity**

California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.