

I. DEPARTMENT: University Libraries, UM3D, Academic Learning Support

II. POSITION: Instructional Technology Trainer

III. CLASSIFICATION: Administrative Professional

IV. NAME OF INCUMBENT: Vacant

V. POSITION NO.: 0018354

VI. JOB PURPOSE:

Serves as the point of contact for Canvas and broad learning technologies expertise. Provides knowledge and experience of subject matters. Assists with ensuring day to day operations, policies, procedures, and guidelines are followed in particular areas.

The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES

- A. Prepares and conducts technical training programs and classes using in-person, on-demand, and virtual class settings.
- B. Prepares and directs classroom training, electronic learning, multimedia programs, and other computer-aided instructional technologies, simulators, conferences, and workshops.
- C. Provides educational technology technical support to faculty/staff in using the University of Memphis' enterprise technologies, particularly the learning management system (LMS).
- D. Develops training materials and procedures and/or train faculty/staff/students in the use of university supported software and hardware.
- E. Assesses faculty training needs through surveys, consultation, focus groups and evaluation teams.
- F. Organizes and develops or obtain training procedure manuals and guides as well as course materials such as handouts, visual and electronic materials.
- G. Performs other duties as assigned.
 - 1. Serves on library committees and work groups as assigned.

2. Assists with testing and evaluating instructional technology tools/software.
3. Undertakes other tasks assigned by the Director of Academic Learning Support and/or the Executive Director/Dean of University Libraries.

VIII. DIRECTION RECEIVED

Reports to the Director of Academic Learning Support.

IX. JOB SPECIFICATIONS

Bachelor's degree required in technology or related discipline and two years of appropriate experience. Relevant education may substitute for required experience.

X. SPECIAL CONDITIONS

This is a full-time, permanent, exempt, salaried position. The primary work schedule takes place during business hours Monday-Friday, but evening and weekend work is common in order to successfully accomplish the purpose, duties, and responsibilities outlined above. Scheduling for office hours and to meet faculty needs, the incumbent will remain flexible and collaborative.

XI. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Excellent communication skills, both written and verbal.
- B. Strong project and time management skills.
- C. Must be able to interact with many levels of University faculty, staff, and students.

XII. WORKING CONDITIONS

Technologically oriented academic research library with some similarity to an office environment. Position requires some standing, walking, and reaching. Must be able to lift up to 30 pounds.

Updated: December 2022: KMS/DH/JE