

Duke University School of Nursing

Job Description

HR Title: Educational Technology Specialist

Working Title: Specialist, Educational Technology

Job Code: 1905

Job Level: 12

Updated

General Purpose

The Specialist, Educational Technology provides an advanced level of support to online course applications, academic software tools, and in-classroom technology support for all academic programs for the School of Nursing (DUSON). In conjunction with normal ATS responsibilities, this role is responsible for ensuring all DUSON course support follows a consistent and high quality service model. This includes design and implementation of the necessary training, key metrics and peer review guidelines for DUSON Educational Technology staff.

Supervisor

Manager of Education Technology

Essential Duties

1. Create, implement and support a QA/QC program for course development and support at DUSON.
 - a. Develop QA standards for all DUSON courses for LMS design and support
 - b. Create metrics to demonstrate ATS compliance with DUSON QA standards
 - c. Implement a peer-review system where all course sites have multiple checks for consistency and accuracy
 - d. Provide on-going training and support for DUSON course support standards
2. Train Educational Technology staff in effective customer service skills
 - a. Develop customer service standards for support DUSON courses both in the LMS and classroom
3. Provide leadership for ATS orientation, training and management for the upcoming LMS change
4. Provides an advance level of support for software applications and tools used for courses in all DUSON academic programs.
 - a. Trains faculty, students and ATS in individual courses on educational applications and tool use.

- b. Works with course educators on the best format and execution of applications and tools based on faculty criteria and content.
 - c. Work with Ed-Tech leadership on assigning courses equity to team members
 - d. Works with faculty on software pilots for courses
- 5. Provides an advance level of support for classroom technology and audio-visual equipment in classrooms (and conference room used for classes).
 - a. Operates and provides tier 1 support of audio-video systems.
 - b. Ensure faculty and guest lecturers in achieving the desired outcome with their recorded material by using knowledge of educational technology ideals.
 - c. Continually improve AV support based on faculty and student feedback.
 - d. Send out communications to course instructors on status of classroom AV equipment.
 - e. Provides AV backup support for other Academic Technology Specialist Team Lead
- 6. Create guidelines/documentation for educational software applications and how to use technology in the classrooms for faculty, staff, and students.
- 7. Provide leadership to Academic Technology Specialists in testing, documenting and demonstrating new academic software applications, tools and audio-visual equipment.
 - a. Investigate, test and deploy innovative new academic technology and tools for courses and classrooms.
 - b. Prepare reports and progress on classroom and academic technology software projects.
- 8. Provide technical assistance to the school's faculty, staff, and students with a high level of customer service. Meet the response time and quality of service standards as set by the manager. Engage with and manage other departments/vendors and other infrastructure team members to resolve problems in an efficient and accurate manner.
- 9. For information systems under direct control: Author, implement, execute, and periodically update System Security, Business Continuity and Disaster Recovery Plans to be consistent with Duke Medicine policies and standards regarding security and HIPAA compliance. For information systems that are not under direct control but impact the security of an information system used by DUSON, ensure an OLA is executed.
 - a. Research and remediate security vulnerabilities in cooperation with infrastructure and other development personnel.
- 10. Perform other related duties incidental to the work described herein.

Department preferred Education and Experience Requirements

Work requires knowledge of computer assisted instructional programs and materials normally acquired through a bachelor's degree in educational media, instructional design or a related field.

Proficiency in Sakai and similar learning management systems. Knowledge of and experience with multimedia strategies.

Demonstrated ability to work within a team environment. Evidence of ability to generate faculty enthusiasm for and engagement in the use of new technologies for teaching.

Excellent written and verbal communication skills; ability to establish good working relationships with a wide range of people within the academic community.

Knowledge of and/or experience with the health sciences preferred.