

Duke University School of Nursing

Job Description

HR Title: Coord, Education and Training

Working Title: Manager of Education Technology

Job Code: 1961

Job Level: 14

Updated 01/23/2024

General Purpose

The Manager of Education Technology is responsible for managing the School of Nursing's (DUSON) learning management system (LMS), course design and development initiatives, administering a comprehensive LMS training and competency assessment program, and providing advanced level trouble shooting and best practice support to users of the LMS. The position works closely with faculty to design high-quality courses and programs and provides direct supervision for the efforts of DUSON's staff responsible for building and supporting LMS course sites and associated technology. The Manager of Education Technology Services collaborates with the school's media services and IT service desk teams in identifying and ensuring the success of cutting edge instructional technology projects designed to implement high quality educational offerings, including those that use new and emerging strategies.

Supervisor

This position reports to the Director of Information Technology, School of Nursing

Essential Duties

1. Manage DUSON's LMS implementation.
2. Manage initiatives, programs and operational support related to course development and educational technology, including DUSON's use of the Duke University learning management system (LMS), DUSON's selected lecture capture platform, live classroom systems for on-site and distance-based students, and other technology tools. Anticipate needs of the School related to technologies, and create training, communication, and implementation plan to support high quality courses.
3. Direct supervision of DUSON staff responsible for building and supporting LMS course sites, course design staff and personnel supporting classroom and distance-based AV and educational technology. Supervise project team members and provide project management for course design and development projects, working with faculty to develop pedagogically sound strategies to enhance student learning. Work individually with faculty with course conceptualization and design. Negotiate timelines and deliverables for development of course content. Debrief faculty once the course is completed and document areas for course improvement. Ensure that course development efforts are on schedule (project management)
4. Develop and implement an LMS training & certification program. Orient and train all DUSON staff who support courses using the Duke LMS. Orient full-time and part-time faculty to the educational technologies used at DUSON. Provide an orientation to new faculty members, based on best practices in online teaching. Provide consulting, technical assistance and individual training to faculty working on instructional technology projects, e.g., development and use of digital image collections, interactive tutorials, web resource site development and online assessment tools. Ensure effectiveness of training for staff supporting technology at DUSON. Identify opportunities for process improvement and enhanced efficiency..

5. Lead and implement life-cycle process for technology elements of course initiation, configuration, creation, maintenance, retirement and archival. Lead and coordinate the LMS build process for each course prior to the beginning of the semester. Develop reporting metrics defining status and key performance indicators of success surrounding the course technology lifecycle.
6. Lead instructional design standardization efforts at DUSON. Review and provide feedback in overall course design, learning activities, and assessment and evaluation strategies, based on best practices in adult learning.
7. Provide individual consultation to faculty regarding active learning pedagogies and effective use of technology in course design. Develop web-based information resources which enable faculty and students to use instructional technology successfully.
8. Collaborate with key stakeholders to plan and deliver engaging programs related to effective use of technology in teaching, evaluation of learning and academic program evaluation. Coordinate the preparation of operational reports that document progress toward meeting educational technology goals, impact of evolving trends, an appropriate recommendations or conclusions.
9. Participate in relevant technology planning committees both within the School of Nursing and across the University to integrate academic technology tools into existing computing infrastructure.
10. Review professional literature; network with instructional technology professionals outside the University; and participate in activities to stay informed about trends in instructional technology in specific disciplines and across academia.
11. 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.
12. Perform other related duties incidental to the work described herein.

Education/Training

Bachelor's Degree in information technology, management or a directly related field. Training and certification in online instructional design concepts.

Experience

At least five years experience in instructional technology support of faculty within a university environment or an equivalent combination of relevant education and/or experience.

Highly proficient 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.

Experience developing and delivering technical training to an audience with varying levels of technical understanding.

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.