

Duke University School of Nursing

Job Description

HR Title: Program Coordinator

Working Title: Academic Technology Specialist

Job Code: 2321

Job Level: 10

Updated April 12, 2021

General Purpose

With minimal supervision, latitude for discretion and independent judgement, the Academic Technology Specialist (ATS) manages and supports online course applications and tools for all academic programs for the School of Nursing (DUSON). Responsible for development and support of the learning management system (LMS), lecture capture systems, synchronous/asynchronous communication tools used for classes, and building/supporting individual course sites. The ATS is responsible for project management of building, preparing, deploying and supporting courses for an assigned group of faculty and instructors to ensure courses are ready for students prior to the start of classes each semester.

Supervisor

Manager of Education Technology

Essential Duties

1. Manage, deploy, and support software applications and tools used for courses in all DUSON academic programs. – **30%**
 - a. Develop a timeline for course development steps to be completed prior to each semester with each faculty member.
 - b. Ensure the course syllabus and course materials are provided per the standard process.
 - c. Recommend to faculty which technology tools and Canvas course configuration options support the faculty member's goals for the course and student experience.
 - d. Develop and code the LMS course site based on best practices, the OSCQR course design standards, and the approved School of Nursing LMS format
 - e. Manage the review, refinement, and finalization of the draft course websites.
2. Provides support for classroom technology and audio-visual equipment in classrooms (and conference room used for classes). – **30%**
 - a. Assisted in the daily AV check rotations and on-call support
 - b. Operates and provides tier-1 support of audio-video systems.
 - c. Using knowledge of educational technology ideals, ensure faculty and guest lecturers achieve the desired outcome with their recorded material.
3. Determine the best format and execution of applications and tools based on faculty criteria and content. – **10%**
4. Train faculty and students in individual courses on educational applications and tool use. – **10%**
5. Prepare reports and analyses demonstrating student engagement, progress, and course effectiveness. – **5%**
6. Participate in the School of Nursing Ed Tech course quality assurance program. – **3%**

7. Create guidelines/documentation for application and tool use for faculty, staff and students. – **2%**
8. Provide leadership to DUSON technical teams in testing, documenting and demonstrating new academic software applications and tools. – **2%**
9. Investigate, test, and deploy innovative new academic technology and tools. – **2%**
10. 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 efficiently and accurately. – **2%**
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. – **2%**
 - 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. – **2%**

Education and Experience Requirements

Generally requires a bachelor's degree or at least two years of experience in instructional technology, multimedia technologies, or a related area or an equivalent combination of relevant education and/or experience.

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.