

SOUTHERN CONNECTICUT STATE UNIVERSITY
New Haven, CT

POSITION DESCRIPTION

POSITION TITLE: eLearning Technology Administrator
RANK: Administrator III
DEPARTMENT: Office of Information Technology
SUPERVISOR: Director, Teaching and Learning Technologies

POSITION SUMMARY

Under the supervision of the Director of Teaching and Learning Technologies or designee, the eLearning Technology Administrator (eLTA) is responsible for application administration and support of learning management systems. This includes managing the interface between the student ERP system to the online/distance learning course management systems, responding to student and faculty e-learning problems or issues related to these systems, as well as documenting standards and procedures. This person will also provide training to faculty and students in the use of this technology.

RESPONSIBILITIES

Administers the connectivity interface between the ERP and elearning systems.

Liaison with our CSU System Office and other outside agencies and vendors.

Training of faculty, staff and students in technology use.

Collaborates with instructional design staff to create courses, enroll users, create and manage course templates, monitor and report statistics, short and long term management and migrate courses.

Designs and develops customized documentation and deliver scheduled pedagogically sound, small group training sessions.

Provide technology orientation for entering students on the use of e-learning tools.

Provides faculty consultation in the area of instructional technology.

Supports faculty in integrating applications of technology into instruction including identifying instructional problems, developing strategies using technology as an instructional tool, and evaluating the effectiveness of using technology as an instructional tool.

Supports the Help Desk in creating documentation and training level 1 users. Interacts with the Help Desk as the level 2 technical support person.

Assists faculty and students with the use of hardware and software available in the computer instructional classrooms.

Attendance and participation at committee, staff, informational and professional meetings. Represents the university and its interests by serving on system-wide eLearning panels and teams.

May be required to work off-hours during high support times.

Must expect rotating schedule to accommodate 7-day, 2nd-shift coverage of duties.

Performs other duties and responsibilities related to those enumerated above which do not alter the basic level of responsibility of the position.

QUALIFICATIONS

Bachelor's degree, preferably in Instructional Media & technology, computer science, or related field. Three years experience in elearning systems or equivalent. Experience with application administration of Enterprise Resource Planning systems (i.e. Banner), Distance Education Training (i.e., and Portals (i.e. SunGard Luminis) a plus. Some teaching experience is also highly desirable. Must possess excellent verbal and written communication skills and demonstrated commitment to customer service, quality and continuous improvement. These qualifications may be waived for individuals with appropriate alternate experience.

FLSA: Exempt

Approved by CER 11/16/06

Revised June 2010

For the University

Date

For the Union

Date