

Job Title : Learning Technologies Specialist

Competition Number : 31-2017

Administrative Unit : Computer and Distance Education Services

Immediate Supervisor : Director

Job Type : Regular – Full Time

Work Schedule : 35 hours per week

Salary scale : \$43,552 - \$51,238

Saint Paul University (1848) is the founding college of the University of Ottawa, with which it has maintained a federated relationship since 1965. Bilingual and on a human scale, it has nearly 1,000 students. It offers programs in: social communication, counseling and psychotherapy, canon law, public ethics, conflict studies, philosophy, theology, human relations, transformative leadership and spirituality, and social innovation. Saint Paul University offers an environment conducive to professional growth and competitive benefits.

Summary

Under the supervision of the Director of Computer and Distance Education Services (CDES), and in cooperation with the other members of the CDES team, the successful candidate is responsible for the delivery of distance courses by providing technical support and facilitating the adoption of learning management systems used by the University.

Key responsibilities

Delivery of distance courses:

- Ensure that the Adobe Connect tool, used for distance learning in more than 40 courses per session, functions smoothly.
- In collaboration with the coordinator of distance learning, prepare, set up and assign each course in Adobe Connect.
- Open sessions before courses start, close sessions after courses end, and put the link to the recordings into the learning management system.

Adoption of learning technologies:

- Train and offer technical support to users (professors, students and others) for the Adobe Connect system and the learning management system.
- Take part in developing good practices for using technology in the classroom.
- Inform the supervisor of comments regarding requests and needs for audio conference and video conference equipment and audiovisual and multimedia materials, and collaborate with the other members of the CDES team in selecting technologies for the classroom.

Technical component:

- Maintain and update technological equipment for classrooms by doing regular checks to ensure that learning technologies are reliable and performing well.
- Maintain printers, including the PaperCut server and print server, so they function properly.

- Respond, within the prescribed timelines, to requests for information and assistance that come in by phone, in person, by email and via the Helpdesk, and ensure that follow-up is done.
- Offer technical assistance to administrative staff, support staff, professors and students.
- Take part in installing and preparing specific technical requirements for particular activities.

Education, Experience and Knowledge

- College diploma in the field of technology with at least two years of experience (all combinations of training and/or experience will be considered);
- Hands-on experience with computers in connection with learning technologies (e.g., audio conferences, video conferences, audiovisual and multimedia materials);
- Experience in customer service;
- Experience with the Windows operating system, the Microsoft Office suite, the Mac environment and Adobe Connect;
- Good knowledge of the printer management system PaperCut is an asset;
- Professionalism and good communication skills;
- Resourcefulness and good judgment;
- Sense of responsibility;
- Ability to listen, inform, explain and advise on equipment and computing needs, one on one or to a group;
- Initiative, autonomy and sense of organization;
- Precision and meticulousness;
- Good manual dexterity and ability to lift and carry heavy objects up to 18 kg;
- Bilingualism – French and English (oral and written expression).

We thank all applicants for their interest in this position. We will be contacting only those candidates who have been chosen for the next step of the selection process.

We are committed to ensure employment equity and we encourage the participation of all Canadians. If your application is successful and you think you need accommodation during the selection process, please notify us. Your personal information is protected under the provisions of the Privacy Act.