Educational Analyst I (Academic Content Production Specialist)

941610:LITS: Online Learning

69878BR

Job Description

The Academic Content Production Specialist will consult with world-class Emory faculty to develop and produce compelling, rich video and audio content targeted for both Emory students and faculty as well as learners on a worldwide MOOC platform. The candidate will work as part of a team supporting the university’s learning management system, solving pedagogical challenges for faculty with both emerging and established technology tools. The ideal candidate is creative, entrepreneurial and flexible with the ability to adapt quickly to new developments in academic technology.

The candidate will work as part of the LITS Teaching & Learning Technologies team to create instructional video/audio content for Emory’s online and hybrid course offerings. Video production experience, including lighting, camera operation, audio recording, and studio configuration required. Must have post-production experience including video editing, color correction, audio sweetening, and motion graphics. A demonstrated mastery of Adobe Premiere Pro and After Effects, as well as familiarity with the other Creative Cloud tools is required.

Will work closely with colleagues to develop innovative content in a highly collaborative and creative environment. Strong interpersonal skills and initiative are necessary, as well as adaptability and a willingness to dive into new challenges.

Candidate must provide demo clips and/or online portfolios that showcase the full range of skills and must describe the candidate’s exact role in producing each video.

Preferred Qualifications: A bachelor’s degree and two year’s experience working in academic production, instructional technology, or multimedia support, or the equivalent combination of education and experience is highly preferred. Working knowledge of both video and audio editing/production tools and techniques required. Experience working in education environments desired.

JOB DESCRIPTION: Supports departmental efforts that benefit the teaching and learning mission of the University. Acts as an information and consulting resource working with faculty, students and academic staff to inform them of the capabilities of Emory’s Information Technology systems and infrastructure. Works closely with faculty, staff and students to conduct analysis of instructional and learning requirements and assists in developing plans and strategies to meet those requirements. Assists in
planning and implements education-related projects. Utilizes incident and service request software to manage and track support calls and tickets; interacts with customers and determines how to resolve technical issues. Communicates and collaborates with the Service Desk to teach them how to provide support. Provides input to help improve processes for effective and efficient response. Analyzes customer requests to determine best courses of action, resolve issues, answer questions efficiently, and improve processes for meeting future requests. Designs, writes course content and teaches training classes and workshops to provide users with numerous support tools and functions. Reviews training effectiveness to implement improvements. Teaches courses and workshops on educational topics and application features, providing expertise for tools based on users' needs. Meets with faculty to identify key learning objectives for courses; devises a plan for how to design the content and make it available online. Conducts individual and departmental consultations to provide teaching suggestions for meeting required outcomes. Develops and writes step-by-step documents, videos and web-based guides to support the user community and promote self-service. Utilizes web development software to upload Emory-specific guides and service resources. Writes and edits self-help documentation and videos for the UTS knowledge management system. Analyzes and tests system upgrades to identify issues and upgrade inconsistencies. Analyzes and tests QA environments and system patches to make preparations for deployment to production. Analyzes and tests upgrades to ensure application functionality and stability. Performs related responsibilities as required. MINIMUM QUALIFICATIONS: A bachelor's degree and one year of instructional, academic technology support or related experience OR an equivalent combination of education, training and experience.

Operating Unit/Division

LITS: Library and IT Services

Full/Part Time

Full-Time

Regular/Temporary

Regular

Minimum Hourly Rate $

24.375

Midpoint Hourly Rate $

33.653846

Minimum Annual Rate $

50700
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Additional Job Details

Ability to establish good working relationships with a wide range of people within an academic community.
Commitment to providing outstanding service and support to students, faculty, and staff.
Excellent communication and customer service skills.
Able to work both independently and collaboratively in a team environment.

This position involves:

Not Applicable