The Teaching & Learning Technologies Educational Analyst / Instructional Designer will actively encourage and support the use of instructional technology tools and resources at Emory University, including the campus learning management system (Canvas) and other Library and IT service (LITS) offerings. He or she will provide individual consulting to instructors on the use of learning technologies and multimedia for teaching and learning; help faculty use LITS services and facilities; assist faculty in evaluating new instructional software and hardware; initiate and lead in developing evaluation tools and processes for assessing technology-based instruction; and suggest instructional approaches that take advantage of these resources. He or she must be experienced at working with instructors at different levels of technical expertise.

The TLT Educational Analyst / Instructional Designer will assess the multimedia and academic technology training needs of faculty and students. He or she will collaborate with other University staff on the development and delivery of documentation and training programs on effective instructional technology use through web pages, multimedia presentations, and workshops, as well as develop and implement outreach programs to faculty members, TAs, students and staff to inform them of the services and resources provided by Academic Technology Services and the Library.

The Educational Analyst / Instructional Designer will consult with LITS management, University staff and faculty on the design, development, and evaluation of instructional- and research-based technology programs; manage and provide support for such programs, which includes assisting with conceptualization and development of instructor proposals, and providing consultation to faculty on effective use of the relevant technology for research, teaching and learning. He or she will initiate ideas, implement solutions, and find resources for use in research, teaching, and course development. He or she will stay abreast of technological advances; test and integrate those that foster research, teaching and learning; work with other University groups to develop and test new services and technologies and plan their integration into the support offered by LITS.

JOB DESCRIPTION: Coordinates school-wide efforts that support the teaching and learning mission of the University. Supports departmental...
efforts that benefit the teaching and learning mission of the University. Acts as Incident Coordinator back-up to oversee team workflow and to ensure service level agreement expectations are met. Utilizes incident and service request software to manage and track support calls and tickets; interacts with customers to troubleshoot and resolve technical issues. Communicates and collaborates with the Service Desk to streamline troubleshooting issues, and provides assistance in improving processes for effective and efficient response. Analyzes customers' messages to determine best courses of action, resolve issues and answers efficiently, and improve processes for meeting future requests. Analyzes and tests upgrades to identify major and minor issues and upgrade inconsistencies. Analyzes and tests QA environments and system patches to make preparations for deployment to production, ensuring that use cases are created and business improvement objectives are met. Prepares and schedules training courses and workshops to provide users with numerous tools and functions. Delivers courses and workshops on educational topics and application features, providing expertise for tools based on users' needs. Drives the use of video and audio capture solutions to provide users with access to remote and archived training materials. Develops step-by-step documents, videos and web-based guides to support the user community and promote self-service. Consults with departments and professional schools to broadly apply best practices for instructional technologies and overall pedagogical quality. Consults with faculty on assessment techniques to report on learning outcomes. Reviews effectiveness of training programs and may implement improvements. Performs related responsibilities as required.

MINIMUM QUALIFICATIONS: A bachelor's degree and two years of experience in instructional and academic technology support or a related field, OR an equivalent combination of education, training and experience.

This position involves: Not Applicable

Minimum Hourly Rate $ 29.278846
Minimum Annual Rate $ 60900
Midpoint Hourly Rate $ 41.105769
Midpoint Annual Rate $ 85500

EEO/AA Individuals with Disabilities/Veteran Employer