



Concordia University Job Description

Blackboard Technician/Instructional Technologist

University Mission: Concordia University is a Christian university preparing leaders for the transformation of society.

Unit or Department: Online Education

Position title: Blackboard Technician/Instructional Technologist

Summary of the position (how the overall goal is reached): Blackboard Technician / Instructional Technologist will work daily with Blackboard software, supporting end users, and performing maintenance on web pages and the database. Other duties include creating help documents and learning objects, building content pages for online courses, and testing (quality assurance) for existing online courses.

Staff relationships:

Reports to: Director of Online Education (supervised by the Blackboard Administrator)

Supervises: N/A

Hired/appointed by: Director of Online Education

Exempt/non-exempt? Exempt

Salary Level (1, 2, 3, 4, or program director): 3

ESSENTIAL RESPONSIBILITIES:

- Providing ongoing support to end users utilizing the Blackboard software application
- Providing assistance with online course building and testing, and database maintenance
- Creating knowledge base training documents

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- BA or BS in a related field
- Knowledge of Blackboard 9.1 Environment or comparable LMS preferred
- Advanced computer application skills
- Expert with web design, HTML code, Adobe Dreamweaver, Photoshop or equivalent
- Able to work in a fast paced environment; flexibility and a positive approach to work a plus.
- Ability to work independently in a fast-paced, multi-tasking environment

Critical skills for this position:

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|----------|---|----------|----------------------------------|
| <u>X</u> | Excel | <u>X</u> | MS Access Database |
| <u>X</u> | Powerpoint | <u>X</u> | Administrative software (Banner) |
| <u>X</u> | Word | <u>X</u> | Web Design |
| <u>X</u> | Microsoft Outlook | <u>X</u> | Desktop Publishing |
| <u>X</u> | Graphic Design (Photoshop, Fireworks, PaintShop) | | |
| <u>X</u> | Remote Network Access (H: drive access off campus, VPN) | | |
| <u>X</u> | Web Mail | <u>X</u> | Blackboard |
| <u>X</u> | Network Drives | <u>X</u> | Ability to drive a vehicle |
| <u>X</u> | Possess a valid driver's license | | |
| <u>X</u> | Banner | | |

Physical demands of the position:

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| <u>X</u> | Repetitive motions sitting at keyboard |
| <u>X</u> | Rising and sitting repeatedly |
| <u>X</u> | Climbing stairs |
| <u>X</u> | Walking indoors or outdoors |
| <u>X</u> | Ability to lift <u>35</u> pounds |
| <u>X</u> | Ability to lift, pull, grasp, stoop and reach within an office environment |
| <u>X</u> | Ability to sit for extended periods of time |
| <u>X</u> | Ability to speak and hear |

Assessment schedule: Position assessed after the initial 90 days, and then annually

Attitude and demeanor of all Concordia University employees:

As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University
2. Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
3. Work as a team member in a professional environment
4. Possess a "service attitude" (willingness to be flexible to meet the needs of the department)
5. Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

Job description last updated by: Greg Close and Trish Lichau Shields, January 2012
Position will be filled pending Board Approval