

Teaching and Learning Subject Matter Expert

I. PRIMARY PURPOSE OF POSITION:

The Teaching and Learning Subject Matter Expert is responsible for working with key stakeholders at the campuses, and within Information Technology, to support the tools used to facilitate the pedagogical needs of faculty and learning needs of students, within the University of Maine System. This role will support key technological solutions in place at UMS, with a focus on our Learning Management System (currently Blackboard Learn). The person in this role will work with users across the system to provide scalable, long-term solutions by leveraging the features, functions, and best practices of the supported platforms. This role will be responsible for understanding the educational needs of faculty and students, and translating those processes to the available tools. Additionally, this position will work closely with other IT staff in managing key support issues, evaluating and implementing new features, and participating in new product implementations.

II. ESSENTIAL DUTIES:

- A. Serves as an escalation point for complex issues related to the Learning Management System, Video Platform, or other teaching and learning related tools
- B. Works closely with other IT staff and vendor support to troubleshoot and resolve issues reported by functional stakeholders
- C. Evaluates new and/or unused features in supported applications based on the functional needs of the University
- D. Serves as the primary functional liaison between Information Technology and instructional design and faculty support staff, including participation in appropriate system-wide service related user groups, such as BBCORE
- E. Participates in and assists with planning related to key operational events for US:IT supported services, including application upgrades, patches, new feature deployments, migrations, etc.
- F. Serves as a resource for IT and functional staff for implementations that interface or integrate with supported applications
- G. Stays up to date on the Learning Management System and other supported platforms, including new features, products, and solutions, and communicates potential impacts or opportunities out to campus and IT stakeholders
- H. Stays up to date on processes and trends related to teaching and learning, including pedagogical best practices, emerging industry trends, and any relevant legal or regulatory changes that impact the supported platforms
- I. When applicable, uses relevant tools and programming languages in relation to supported applications
- J. Understands the data relevant to stakeholders, and is able to provide analysis on that data, as it relates to the University's educational technology systems
- K. Other duties, as assigned

III. NON-ESSENTIAL DUTIES:

None

IV. SUPERVISORY RESPONSIBILITIES:

None

REPORTING RELATIONSHIP:

Reports to the Director of Service Delivery and Support

V. KNOWLEDGE/SKILLS/ABILITIES

REQUIRED:

- Strong background in supporting or using a Learning Management System, such as Blackboard Learn
- Experience in supporting and/or guiding faculty needs around instructional design and pedagogy in a higher ed environment
- Demonstrated ability to engage with stakeholders to assess their needs and design solutions related to those needs in the Learning Management System and other best of breed tools
- Excellent analytical, organizational, and both oral and written communication skills
- Demonstrated ability to effectively train others on topics of varying complexity
- Excellent customer service skills

PREFERRED:

- Experience in administering a Learning Management System in a higher ed environment
- Experience with being an instructor in a higher ed environment
- Familiarity with best of breed solutions supporting higher ed teaching and learning needs, including video content, web conferencing, and plagiarism detection applications like Kaltura, Zoom, etc.

VI. QUALIFICATIONS: REQUIRED:

- Bachelor's degree or an equivalent combination of education and relevant experience
- 3 years of related experience supporting, creating courses, or instructing with Blackboard Learn, or a similar Learning Management System
- Preferred: Experience in Higher Education

VII. COMPETENCIES

- A. Planning and organizing: Plan and organize work to manage time effectively and accomplish job duties
- B. Innovative thinking: The ability to use existing and emerging technology and tools to create new and innovative solutions to problems and needs
- C. Adaptability: The ability to react positively and effectively to change. To be able to quickly learn and work effectively with new technology as well as the changing landscape of management, customers, strategy, and assignments
- D. Problem Solving and Decision Making: Observe and evaluate the outcomes of implementing the solution to assess the need for alternative approaches and to identify lessons learned
- E. Customer support: Demonstrate ability to communicate with customers for the purpose of assessing their needs and helping them solve problems related to information technology
- F. Leadership: Ability to coordinate and work with multiple groups to accomplish goals and objectives