Instructional Design and eTeaching Services
Course Management Administrator

As a member of the Instructional Design and eTeaching Services department, the Course Management Administrator (CMA) manages the system-wide administration for Boston College’s Learning Management System (Bb Vista), as well as other teaching/learning technologies (iTunes U, lecture capture). The CMA also provides day-to-day support for faculty, staff and students on these technologies. They contribute to future system upgrades and enhancements by gathering and analyzing requirements, documenting changes and new system functionality, and writing communications to advise end users of system changes and enhancements in documentation. Assists with the selection of learning technologies, tools and eLearning/eTeaching processes.

This position works in close collaboration with colleagues in the university’s Information Technology Services, Student Services and Library departments to resolve issues relating to integrating technologies for teaching and learning. This service-oriented position is sensitive to the needs of learning administration, faculty, and students, and strives to integrate policies to effectively manage university resources.

Responsibilities:
• Coordinates the management of the LMS and technology-enabled learning environments.
• Monitors, researches, and tests systems – in collaboration with ITS – to ensure reliability and availability, escalating issues when necessary.
• Insures accuracy and integrity of data entered into the LMS/other systems, and maintains data standards in accordance with ITS policies and internal audit requirements.
• Collaboratively develops techniques and policies to increase system accessibility.
• Provides technical and pedagogical consultation for faculty on teaching and learning technologies.
• Develops and maintains department LMS resources web site.
• Supports web-based instruction in collaboration with Instructional Design staff.
• Provides LMS training opportunities for faculty throughout the year.
• Provides procedures for effective management of technology-enabled environments.
• Leads in the selection and implementation of instructional and learning management software.
• Engages in ongoing research about: enhancements to internal products and services, emerging technology-enabled learning environments, and information technology systems including systems management, security, and network issues.
• Establish and maintain effective working relationships with management, co-workers, and customers.

Qualifications:
The successful candidate will understand the capabilities, advantages and disadvantages of using various technology tools. S/he will also have a broad knowledge of the web as an instructional tool and be familiar with learning management tools, authoring systems, multimedia, and database applications. S/he will have customer service experience working
collaboratively and effectively with a support team that includes students, staff and faculty. The successful candidate will also have a comprehensive understanding of browser and platform compatibility issues, and demonstrated project management abilities with attention to detail. Experience in a college or university environment in direct support of information technology infrastructure, an advanced degree in a related field, and 3-5 years technology administration experience are preferred. Knowledge of Blackboard Vista, iTunes U and Echo360 (lecture capture) helpful.