

Job Description
Instructional Technology Collaborator, Digital Education Collaborative

Instructional Technology Collaborators (ITCs) report to the Assistant Director for Support Initiatives and are the student staff members within the Digital Education Collaborative (DEC). The ITCs are active participants in providing the support and structure behind the University's commitment to teaching and learning excellence through the effective application of instructional technology.

Recruiting students from all academic disciplines, the ITCs bring individual educational experiences to their professional-level training in designing and implementing a variety of technologies for instructional or collaborative purposes.

ITCs, supported by the professional staff team within the DEC, will provide one-on-one support to faculty, staff, and students regarding their use of instructional technology. This position requires an ability to develop and maintain effective working relationships with a diverse group of users.

Specifically, ITCs will:

- Assist faculty, staff, and students who experience difficulty with Canvas.
- Engage faculty and staff in identifying areas in which instructional technologies can meet identified educational outcomes.
- Support the use of video conferencing with WebEx and Polycom technologies.
- Assist faculty members with capturing lectures and/or presentations using Panopto and other technologies.
- Respond to requests for instruction on Promethean/Smart Board, iPad and App usage.
- Provide tier 1 support for Longwood University Blogs via WordPress.
- Serve as a resource on instructional technologies.
- Troubleshoot instructional technology issues as they arise and engage in extensive problem solving to resolve issues.
- Engage with DEC staff members, and other ITCs, on creative application of instructional technologies.
- Lead/Chair office work groups that manage maintenance and other critical office functions.
- Research and implement best practices in higher education pedagogy.
- Work independently, with limited supervision, during evening shifts.
- Complete highly technical training regarding use of our instructional technologies.
- Participate in ongoing professional development and advanced skill building exercises.
- Work effectively in a fast-paced one-on-one and team environment.
- Multitask and effectively prioritize work assignments with minimal supervision.
- Perform other duties as assigned.

As a result of this position the undergraduate student will:

- Demonstrate functional knowledge of all instructional technologies supported by the DEC.
- Analyze reported technical difficulties to determine pathway for resolution.
- Breakdown steps needed to resolve technical difficulties with instructional technology.
- Model appropriate customer service behaviors and professional workplace behaviors.
- Discover peer-leadership style and behaviors.
- Formulate SMART performance goals and demonstrate their relationship to intended career path.
- Demonstrate the ability to work independently, and as part of a team, and be able to select the strategy most appropriate to the situation.
- Employ successful communication tactics and relate effectively with a diverse population.

ITCs must provide a minimum 10 hours of availability and be willing to make a 1-year commitment to the position. ITCs are eligible to start at the third tier of Longwood student employee salaries.