

## Instructional Technologist (evenings and weekends)

North Central State College is accepting applications for a full-time Instructional Technologist.

*Essential duties/responsibilities include but are not limited to the following:*

### Student and Faculty Focused Customer Service and Support

- Assist students and faculty on computer hardware and software issues including password resets
- Provide technical support, responding to customer issues via phone, email and computer chat
- Provide direct support and training for students and faculty in the use of academic related hardware and software including print services
- Provide direct support for faculty in the use of academic related hardware and software in classrooms and labs.
- Train staff on troubleshooting and diagnosing technology related problems.
- Manage Help Desk tickets and document customer interactions in a timely manner
- Escalate serious issues to next level of support
- Perform other duties as assigned

### Instructional Design and Development Support

- Work collaboratively with Instructional Design Team to effectively support the faculty to integrate student learning outcomes into the design, development, implementation, and management of instructional content
- Conduct training for faculty for basic to advanced capabilities of the learning management system, course design and development and any required educational technology adopted by the College. Training sessions can be conducted in a variety of formats: one-to-one, small or large group, in-person, virtual or asynchronously
- Provide technical support for the learning management system to improve learning outcomes, facilitate technology-rich teaching and advance curricular innovation
- Create training materials to accommodate self-learners and provides resources for faculty
- Communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information, as needed
- Perform other duties as assigned

### System Administration & Technology Support

- Work collaboratively with Learning Management System Administrator and IT Department to ensure system availability and smooth operation of all system interfaces between the learning management system and other college enterprise systems (i.e. student management system, course scheduling system, curriculum management system)
- Assist with the reporting of system statistics for the online learning management system and related technology tools
- Evaluate relevant emerging technologies that have potential value for teaching and learning. This includes researching the use of educational technology at other institutions
- Develop and/or maintain proper documentation for academic systems
- Perform other duties as assigned

### **Qualifications:**

#### **Education:**

Bachelor's degree in Computer Science, Instructional or Educational Technology, Education or related field from an accredited college or university

#### **Experience:**

- Minimum of two (2) years of relevant work experience as an Instructional Technologist, Instructional Developer or Instructional Designer
- Post-secondary teaching experience preferred
- Experience with proprietary learning technology solutions and learning management systems
- Experience with computerized systems

To view the complete job posting, go to [www.ncstatecollege.edu](http://www.ncstatecollege.edu) and click on "Jobs"

We offer a competitive wage and benefit package that includes health/dental/vision insurance, life insurance, state retirement system, tuition remission, and much more.

Please express your interest in this position by submitting a letter of application and résumé to:

[www.ncstatecollege.edu](http://www.ncstatecollege.edu), Click on *Jobs* then [jobs@ncstatecollege.edu](mailto:jobs@ncstatecollege.edu)

or send to

**NORTH CENTRAL STATE COLLEGE**  
Attention: Human Resources  
2441 Kenwood Circle, Mansfield, OH 44906  
Resumes will be reviewed beginning 1/3/22 and until filled.