

Assistant Director of Academic Technology
Job Description

REPORTS TO: Director of Technology and Information Systems

SCHEDULE: 12- month administrative support appointment

PURPOSE

Under general supervision by the Director, provides training to faculty/staff regarding information systems used in an academic environment, including but not limited to the Student Information System and Learning Management System. Also, provides software support to all Academy employees and students by performing question/problem diagnosis and guiding users through step-by-step solutions over the phone and in person. Facilitate and/or coordinate in-house professional development for the use of academic technologies.

DUTIES AND RESPONSIBILITIES

- Train employees one-on-one or in small groups on all facets of technology used in the classroom and associated academic environment including classroom management tools such as the Student Information System / Learning Management System.
- Assist faculty members with integrating technology into their daily teaching curriculum and lesson planning.
- Work with the Academic Office and teaching faculty to develop and integrate an Academic Technology plan.
- Serve as a catalyst for integration of new and emerging technologies that enhance teaching and learning.
- Keep current on all Blackbaud product changes/enhancements and present to applicable parties any new products that become available.
- Assist faculty/staff in troubleshooting issues and educate them on the tools available in the software to ensure we are using the system to its fullest extent.
- Provide training for faculty/staff both online and in person.
- Work closely with faculty members to develop and test technology solutions to be used in the Academic environment.
- Provide software support to all Academy employees and students by performing question/problem diagnosis and guiding users through step-by-step solutions.

Specific duties include:

- Recommend appropriate technology solutions to enable a higher level of learning and increase teaching/classroom efficiency.
- Work with faculty members on infusing technology into the learning environment.
- Research and recommend new academic technologies to faculty.

- Actively engage with professional associations such as CAIS, NERCOMP, EDUCAUSE, and other organizations.
- Identify, diagnose and resolve computer and printer issues for all end-users including employees and students.
- Install, maintain and support academic software such as Microsoft Office products, anti-virus, mobile apps, and other Academy owned end-user software applications.
- Delivery, tagging and setup of end-user devices and peripherals. Remove old equipment.
- Maintain inventory of all Technology Department assets.
- Manage network, email and portal account credentials for all constituents.
- Assist in the setup and support of audio visual systems and presentations.
- Assist Technology Team with other responsibilities as needed.
- Other duties as assigned by Director, CFO or Head of School.

Shared Office Responsibilities include:

- Clearly communicate solutions in a user-friendly and professional manner.
- Respond to requests for assistance in Academy helpdesk ticketing system.
- Coordinate computing device maintenance with vendors; order parts, equipment and supplies through warranty or purchase agreements on an as needed basis.
- Maintain open lines of communication with all constituents to ensure that needs are being met.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Education, or CS / MIS is required and 3-5 years of experience or the equivalent combination of education and experience. Master's degree preferred.
- Experience providing technology training on a wide range of products/services
- Experience with a CMS/LMS/SIS.
- Experience with the Blackbaud K-12 suite of products preferred.
- Familiarity with Magnus Health preferred.
- Teaching experience at the K-12 education level preferred.
- Working knowledge of Windows Active Directory preferred.

SKILLS AND ABILITIES

- Must have strong troubleshooting skills.
- Ability to coordinate and manage multiple tasks with attention to detail, prioritization and organization.
- Willingness to learn new skills, be flexible and adapt to schedule and/or responsibility changes.
- Provide highest level of excellent customer service to our faculty, staff and students.
- Outstanding communications skills, both verbal and written. Strong problem solving skills.
- Ability to work collaboratively with all levels of faculty and staff.