

Director, Education Services

The Director of Education Services is responsible for the evaluation, design, development, and deployment and management of academic technologies and the university's learning management system in support of teaching and learning. The selected candidate will provide operational, academic, and strategic leadership to enhance the academic and information technology skills of the university's faculty, staff, and students. Facilitating the availability of campus-based and external training for faculty and staff in the use of various types of instructional technology. Partnering with Department Chairs with orientation for new faculty, staff, and students on the use of instructional technology, in addition to managing ongoing training for faculty, staff, and students on changes to the instructional technology infrastructure. Serve as the expert to academic leadership relative to identifying ongoing instructional technology needs.

The Director works under the direction of and provides leadership assistance to the Vice President of Information Technology overseeing various Academic Technology initiatives. The position requires directly partnering with and supporting faculty and working closely with academic departments and units, including Information Technology, HU Online and Center for Teaching Excellence (CTE).

Job Duties:

- Manages the implementation, administration and support of the university's learning management system, video management systems, assessment tools, and other academic technology platforms in collaboration with CIT.
- Supervise technical training for faculty and staff and conduct faculty and student orientation sessions.
- Develop and facilitate learning management system onboarding, exemplary training resources for faculty, staff, and students, including but not limited to, self-help documents, online tutorials, and other interactive multimedia materials.
- Stay abreast of existing and emerging instructional technologies and their application to curriculum design/delivery both face-to-face and online; make recommendations to adopt and implement solutions as appropriate.
- Coordinate, provide, and assess frontline user LMS support to faculty, staff, and students including collaboration with help desk support and technology vendors.
- Collaborate with CIT and stakeholders to develop LMS or other educational technology related policies and procedures.
- Foster a campus culture that embraces the strategic use of educational technology.
- Attend and participate in required meetings and serve on university committees as appropriate.
- Perform other tasks as assigned that support the mission and initiatives of the university.
- Maintains and expands knowledge of eLearning trends, innovations, research, and best practices.
- Supervises Education Services' staff.
- Collaborates with faculty to increase their capacities for effective technology-based teaching and learning.
- Other duties as assigned by the Vice President of Information Technology

Required Qualifications:

- Master's Degree in Academic/Instructional Technology or related field required or related field from an accredited institution of higher learning is preferred
- Professional experience related to Information Management or Computer Science that involves classroom teaching/training, instructional design and development
- Demonstrated knowledge of higher education technology, as a provider of technology support services in a college or university setting
- Supervisory and/or project management experience in development and administration learning management software, video streaming software and instructional technologies
- Documented experience teaching or training in an educational or corporate environment
- Prior experience leading multiple complex project initiatives
- Demonstrated attention to detail and ability to communicate effectively, verbal and written
- Ability to work independently and within a team
- Able to work on multiple projects concurrently and meet hard deadlines

To Apply:

Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either via email at HROFFICE@hamptonu.edu or fax to (757) 727-5969:

Office of Human Resources
Hampton University
Hampton, VA 23668

****No phone calls**

****Incomplete applications will not be considered**

Forms:

Visit [Human Resources – Hampton University Human Resources](#) to retrieve the educational support staff employment application and other supplemental application materials.