

IT Analyst/ Ed Support

Job description:

The IT Analyst/Education Services Support position will work closely with faculty and interface with staff to provide faculty training and support of the university's Learning Management System (LMS), educational technology, and best practices of classroom and online pedagogy.

The IT Analyst works under the direction of the Education Services Director in the Center for Information Technology. 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:

- Provides administration and support of the university's learning management system, video management systems, assessment tools, and other academic technology platforms in collaboration with CIT.
- Provides 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 Learning Management System (LMS) support to faculty, staff, and students including collaboration with help desk support and technology vendors.
- Foster a campus culture that embraces the strategic use of educational technology.
- Maintains and expands knowledge of eLearning trends, innovations, research, and best practices.
- Collaborates with faculty to increase their capacities for effective technology-based teaching and learning.
- Perform other tasks as assigned that support the mission and initiatives of the university.

Required Qualifications:

- Bachelor's degree in Education Technology, Instructional Design, or related field; Master's degree preferred
- Instructional Technology or related experience
- Experience providing first-level Learning Management System (LMS) technical support and training
- Documented experience teaching or training in an educational or corporate environment
- Intermediate-level proficiency in Microsoft Office programs
- Excellent grammar and proofreading skills
- Strong communication and interpersonal skills
- 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.