

Instructional Support Technician

Point University is a private liberal arts institution that educates our students within a Christian worldview so they are equipped to take their faith into the marketplace and all of life while achieving their professional goals. We are training the next generation of Christian leaders to take the cross to more job sites, churches, industries, and nations than ever before.

Point University is currently seeking qualified candidates for an entry level Instructional Support Technician position. This individual must be well versed in various areas of today's instructional technology focusing on disciplines such as learning management systems (including course management and training users), multimedia applications, smart classrooms, video conferencing, recording studio, instructional design, and distance learning classrooms. Must be able to troubleshoot, maintain, and inventory instructional technologies, including media resources and the tools and functions of the learning management system.

Essential Duties

- Provide first and second tier support for the learning management system trouble tickets and related emails as well as course management within the LMS, academic technologies, including distance learning classrooms.
- Support and train users of the LMS and attend academic technology events such as Open Houses, Orientations, Virtual events, and other campus functions as needed.
- Assist the instructional design team with investigation and recommendation of LMS tools, multimedia items, and the procurement of new technologies for the university.
- Maintenance, assess, and inventory of all smart classrooms and multimedia equipment.

Requirements

- A Bachelor's degree or equivalent experience in Instructional Technology
- Experience with learning management systems with a focus on course management and assisting users with the day-to-day operation
- Strong customer service, communication, and interpersonal skills.
- PC hardware/software or experience in technology troubleshooting
- Must be self-motivated with excellent organizational skills
- Working knowledge of Windows operating systems.

Preferred Qualifications

- Experience with technology troubleshooting is required. Previous experience with a learning management system is strongly preferred
- Knowledge of andragogy and/or instructional design