

Gordon-Conwell Theological Seminary  
Charlotte, NC  
Job Description

Title: **Instructional Designer and Technologist**

**Function:**

Serves as training and consulting resource for academic leadership and faculty on instructional design. Oversees the technical design, maintenance and enhancement of online courses in a variety of learning management systems. Maintains and supports learning management system functions, including enhancements and upgrades. Serves as training and consulting resource for academic leadership and faculty on instructional technology. Reports to the Charlotte, NC based Director of Hybrid Programs and works collaboratively with the Information Technology and Media Services Teams.

**Capabilities Required:**

Communication and Relationships: Excellent oral and written communications skills. Ability to proactively and assertively communicate complex information through interactions with faculty, staff, students, and vendors. Ability to communicate with, motivate, and collaborate with others to meet desired outcomes. Ability to develop productive work relationships with administration, faculty, staff, and vendors.

Experience: One to five years work experience in an educational, corporate training or professional services environment, with an emphasis on e-learning and multimedia technologies. Experience working with faculty in a higher education environment strongly preferred.

Education: A Master's degree in the area of Instructional Design, Education, Educational Technology, Communications, or Computer Science is preferred; or 4 year degree in similar area with significant work experience that demonstrates comparable acquisition of expertise.

Higher Education: Knowledge in the areas of education and training needs assessment and analysis, research, benchmarking, instructional design, delivery and facilitation techniques, adult learning theory, training evaluation and measurement techniques. Assists in developing evaluation tools and processes for assessing technology-based and distance education instruction.

Instructional Technologies: Broad knowledge of instructional/educational technologies, distance learning, and related applications. Proven ability to learn new technologies quickly and enthusiastically. Strong hands-on experience with major platforms and Internet browsers; knowledge of web accessibility standards; HTML, including Cascading Style Sheets, Acrobat, Dreamweaver or another editing tool; and MS Office.

Leadership: Vision and dedication to being a pioneer in redefining distance and e-learning for adult learners but with the strong results orientation needed to implement systems and procedures to make this vision a reality.

Course Development: Experience in online course development using Learning Management Systems in a higher education environment.

Project and Self Management: Proven ability to manage multiple tasks and deliverables within budgetary and scheduling requirements against strict deadlines. Must accept personal responsibility for task fulfillment and job performance; must be self-motivated professional, and work independently and as part of a team. Well-organized, dedicated, accurate, and thorough, with meticulous attention to detail and follow-through.

**Use of Capabilities (Illustrated by typical activities):**

Course Production: Builds, maintains and archives course websites. Implements e-learning methods through the application of LMS and Web technologies. Creates and manages course and orientation websites.

Support: Develops helpdesk support procedures for course websites. Responds to technology-related questions from all stakeholders in a timely manner.

Media Production: Edits digital audio and video for duplication. Ensures that production standards are met, including the integrity of the design and content. Prepares multimedia presentations (PowerPoint or video) for duplication.

Project Management: Tracks production schedule and project plan, providing periodic status reports. Participates in course development meetings. Holds regular communication with faculty during course development process. Manages resources and activities related to instructional design, course production, course revisions, faculty training in course development and online teaching techniques, and policy and standards development.

Vendor Management: Partners with the Chief Information Officer to develop relationships with third-party technology suppliers in the area of learning platforms, learning tools, and supporting technologies.

Standards: Maintains standards for templates, image, video, and audio in the content management system. With academic leadership, faculty, and instructional designer, establishes and manages the quality assurance process.

Quality Assurance: With instructional/information technology leadership, establishes and manages quality assurance process. Performs quality review process on all course websites and multimedia, under supervision of instructional technology leadership.

Faculty and Student Training: Conducts curriculum development workshops with faculty; training faculty and facilitators in specifics relating to the design and use of the program in relation to the LMS/website when needed. Assists training faculty, facilitators, and program support staff in specifics relating to the design and use of the program in relation to the CMS/website.

Professional Development and Research: Attends meetings, training seminars and professional meetings; monitors and reviews new software and hardware products and tools. Researches and reviews emerging technologies and course resources.

The Instructional Designer/Technologist performs other related duties as assigned or requested.