Position Description

**Working Title:** DLE Administrator  
**Hayes Hill Title/Level:** Associate/No Prefix Information Processing Consultant  
**Appointment:** Annual (12 month), Renewable, 100% appointment  
**Position Reports to:** CLIC/Library Director

**POSITION SUMMARY:** The position will serve as the UW-Superior local administrator for the UW System Digital Learning Environment, which currently includes Canvas, Blackboard Collaborate Ultra, and the Kaltura media management system. Along with providing systems administration, as well as technical support to instructors, staff, and students, this position will also coordinate with various UW-Superior teams and departments, UW System Administration, and other UW System DLE admins. This position is part of the Markwood Center for Learning, Innovation and Collaboration (CLIC) housed inside the Jim Dan Hill Library.

**Duties:**

- Administer, configure, and maintain the core systems that make up the UW System Digital Learning Environment (DLE), including Canvas, Blackboard Collaborate Ultra, and Kaltura
- Coordinate with Academic Departments, the Registrar’s Office, UW-Superior Technology Services, the Center for Continuing Education, a range of campus teams, UW System Administration, and fellow UW System admins to facilitate
  - User access to DLE systems
  - Enrollments in Canvas
  - Course management
  - Course design and delivery
  - Streaming media management
  - Systems configuration
  - Data reporting and system analytics
  - Systems troubleshooting
  - Program delivery
- Serve as UW System DLE Institutional Liaison representing UW-Superior
- Coordinate with Canvas Support to provide robust Tier-1 support to DLE users
- Participate in critical UW System committees supporting the DLE, such as the Kaltura Admin Group and the DLE Change Request process
- Manage the testing, installation, and delivery of external applications integrated into the DLE (LTI Tools)
- Communicate information to DLE users regarding upcoming changes, alerts, known issues, upgrades, new features, new resources, and topics of interest
- Provide consultation to university administration regarding the use, management, and configuration of the DLE and related services
- Monitor system usage and generate reports for institutional assessment and data-driven decision making
- Provide consultation, training, and support to instructors and staff
- Participate in professional development activities, such as workshops and conferences, in order to incorporate current trends, innovations, and best practices in educational technology
- Document, track, and analyze end user support requests in order to better serve end users over time and contribute to campus and DLE improvement
Position Description

• Prepare and maintain technical support documentation for faculty members using University-supported instructional and learning technologies
• Coordinate with campus instructional designers and subject matter experts to facilitate course development, maintenance, and delivery
• Identify development opportunities for instructors in the application of learning technologies
• Coordinate with external vendors to implement and support learning technologies used within the DLE, such as proctoring services and textbook resources
• Actively participate in educational technology communities within UW System and state/national levels.
• Work with CLIC team on short- and long-term projects and strategy
• Serve on campus committees as needed
• Complete mandatory training and professional development as needed
• Other duties as assigned by supervisor

Knowledge, Skills, and Abilities:

• Knowledge of the UW System Digital Learning Environment, instructional technologies and relevant policies, procedures, and usage of those resources
• Knowledge of appropriate integration of digital media in learning environments, recognizing design considerations and technology limitations
• Familiarity with user roles, problems, implementation, maintenance of courses, and troubleshooting user problems in learning management systems
• Excellent oral and written communication skills
• Excellent interpersonal skills, customer service skills, a positive attitude, and enthusiasm for learning
• Commitment to inclusivity, as demonstrated by work products or past projects
• Ability to work independently and as a collaborative member of a team
• Strong analytical skills in identifying technical problems
• Knowledge of emerging technologies applicable to teaching and learning
• Excellent judgment, including sensitivity to personal and confidential information

Minimum Qualifications:

• Bachelor’s Degree
• Five+ years of direct experience supporting the UW System Digital Learning Environment or UW System learning technologies
• Expertise with learning management systems, external application integrations, and online course delivery in higher education

Desired Qualifications:

• Experience supporting online programs and remote instruction in higher education
• Experience designing within Canvas
• Experience in graphic design
• Experience in technical writing