

The University of Texas at San Antonio

Job Description

Job Title: Manager, Learning Technologies
Code: 18543
Salary Grade: 62
FLSA Status: Exempt
Department/Division: OIT Learning Technologies
Reports To: Director, Learning Technologies

Summary

- Function: To provide professional skills in the management of the office of Learning Technologies staff and service.
- Scope: Responsible for the supervision and management of Learning Technologies Staff and resources in order to ensure efficient and quality technology support in the learning spaces on campus.

Duties

- Typical:
 1. Manages Learning Technologies staff to include: recruiting, training, scheduling, counseling, discipline, development, and evaluation.
 2. Monitors and evaluates Learning Technologies service through customer contact and feedback. Ensures the highest quality of customer service is delivered to the University community. Generates reports on service metrics and trends.
 3. Identifies, tracks, and reports on key metrics to ensure utilization/effectiveness of learning technologies; recommends projects/solutions for increasing systems of utilization.
 4. Work with faculty in the design, implementation, and training of technology solutions for various educational challenges
 5. Manages and recommends systems configurations that simplify the end-user experience. Conducts periodic needs assessment and focus groups to ensure learning technologies are meeting the needs of the University. Organizes and facilitates testing as needed, ensuring creations and execution of user tests scripts from a functional administrative and end-user perspective.
 6. Maintains budgets; monitors and reconciles accounts approves expenditures.
 7. Creates, maintains and evaluates standard operating procedures for Learning Technologies.

<ol style="list-style-type: none"> 8. Works closely with outside vendors to ensure appropriate risk management and governance structures are in place and monitored during projects. 9. Works with HR and Disability Services to develop comprehensive technology plans to assist with accommodating faculty and students in accordance to ADA standards. 10. Perform other duties as assigned. <ul style="list-style-type: none"> • <u>Periodic:</u> <ol style="list-style-type: none"> 1. Serves as project leader for special projects. 2. Maintain diagrams and schematics of various facilities and equipment.
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Education

Required	Preferred
Bachelor’s Degree from an accredited institution	Master’s Degree in Education or Technology from an accredited institution.
Technical Training/experience may be substituted on a year to year basis.	

Other Requirements

Required	Preferred
Staff member serves as a key management team member for a department with 24x7 service requirements, and must be accessible via mobile device capable of voice and email communication (text messaging optional) during and after hours as a part of their typical job duties.	N/A
Criminal Background Check (CBC)	

Experience

Required	Preferred
Three years of experience in purchasing, maintenance, and the proper use of audio-visual equipment.	N/A
Three years of supervisory experience in technology support.	
Certified Technology Specialist (CTS)-InfoComm	

Equipment

Required	Possible
Personal computer and standard office machines.	N/A

Working Conditions

Usual	Special
Frequent work in dark areas and exposure to electrical currents.	Work space may restrict movement and be poorly ventilated.
Position is on-call 24/7 for technical support emergencies.	Occasional non-standard work hours required.

Supervision

Received	Given
Overall review for effectiveness and efficiency.	Direct supervision of assigned staff.

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
