

Educational Technology Support Specialist

Bishop O'Connell High School is seeking an Educational Technology Support Specialist to primarily work with faculty to provide end-user support for LMS and related Teaching and Learning services, to consult with the faculty on effectual use of educational technology across a range of instructional modes, and to facilitate academic transformation through fusion of pedagogical and technological innovation. S/he takes initiative to investigate opportunities and challenges with existing and emerging technologies, resolve problems, propose strategies, and develop action plans with a vision for quality for the school's digital learning environment.

Duties and Responsibilities:

- Provide support for faculty service requests and incident inquiries via in-person and remote desktop for day-to-day operational support for instructors
- Coordinate with the Bishop O'Connell Professional Development Team to provide end-user support for teaching and learning initiatives
- Facilitate resolution of service requests, incidents, and problems for applications within scope including interaction with vendors as needed
- Participate in rotational schedule of support for students in the IT Student Support Center
- Collaborate with Professional Development Team staff and multiple campus constituencies on projects to explore, evaluate, implement and assess current and emerging technologies and their effective application
- Create and maintain support documentation for IT Team
- Periodically act as IT support for Bishop O'Connell events during non-school hours, including weekends and long holidays.
- Identify and bring to management's attention opportunities to improve the delivery of end-user support at Bishop O'Connell
- Actively participate in school-wide all-hands meetings
- Identify opportunities for increasing personal skills that are appropriate for supporting the IT mission

Specific Tasks and Responsibilities include:

- Basic troubleshooting and service for Windows and Apple computers, Chromebooks, and iPads
- Diagnose and repair wireless network connectivity issues for a variety of devices used by faculty and students
- Troubleshoot issues within the learning environment, including troubleshooting projectors, sound systems, and printers
- Develop resources such as tutorials, instructional aids, and screen videos to engage faculty with effective use of educational technology and online teaching
- Assisting faculty with Google Apps for Education
- Receive and properly inventory IT assets within Snipe IT Inventory System
- Be available during non-school hours for emergency technical support issues, such as serious power outages that require physical resets for school IT infrastructure

Requirements:

Minimum Qualifications:

- Bachelor's degree in Educational Technology, Information Technology, Information Science, or related discipline from a college or university accredited by a U.S. Dept. of Education or internationally recognized accrediting organization OR a Bachelor's degree and one year of experience
- Proficiency with Google for Education Suite
- Minimum of two years progressively responsible or expansive work experience in instructional design, educational technology, IT, web design, project management, and education
- Expertise with Microsoft Excel
- Capable of using Skype, Zoom, or similar conferencing tools
- Knowledgeable and competent with the features of Learning Management System service offerings such as Blackboard Learn or similar (e.g. Moodle, Canvas, Desire2Learn, etc.), including add-ons and LTI extensions
- Knowledge of multimedia tool capabilities such as Photoshop, Captivate, Camtasia, mobile apps, lecture/screen capture, and video content creation
- Familiarity with instructional design approaches and understanding of best practices related to technology-enhanced teaching and learning
- Excellent communication skills, including professional experience in the development and delivery of presentations, workshops and/or trainings in an educational setting
- Strong organization, time management, interpersonal, and communication abilities to carry initiatives to success
- Ability to work effectively both individually and in alignment with team and organizational goals

Preferred Qualifications:

- Master's degree in Educational Technology, Information Technology, Information Science, or related discipline from a college or university accredited by a U.S. Dept. of Education or internationally recognized accrediting organization
- Experience supporting faculty in a teaching/learning environment
- Google for Education Certified Trainer
- Demonstrated experience administering Learning Management System service offerings
- Ability to successfully initiate, organize, lead/manage, and complete projects as part of a team
- Familiarity with programming/markup languages related to online learning (e.g. HTML, XML, CSS, Java, JavaScript, etc.)
- Demonstrated use of development tools for creating interactive/eLearning content (e.g. Flash, Captivate, Camtasia, VoiceThread, Dreamweaver, etc.)

This position is full-time, on-site in Arlington, VA. This position reports to the Director of IT Services and works closely with the Professional Development Team. The position is available immediately and includes health and retirement benefits through the Diocese of Arlington. To be considered please submit your resume and cover letter to employment@bishopoconnell.org.