Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

Job Title:	**Learning Management System (LMS) Support Agent** *Staff Bargaining Unit*
Position Status:	Permanent/Full-time (35 hours/week) OSSTF
Department:	Centre for Teaching & Learning (CTL)
Supervision Received:	Director, Centre for Teaching & Learning
Supervision Exercised:	Student Assistants (if applicable)
Location:	Sault Ste. Marie or Brampton, Ontario
# of Positions:	2

PRIMARY FUNCTIONS:

A.	Learning Management System and Faculty Support	70%
B.	Course Administration and Remote Instruction Support	20%
C.	Other Duties	10%
	TOTAL	**100%**

The Learning Management System (LMS) Support Agent is responsible for the day-to-day support of Moodle and Brightspace. Using a ticket system, the LMS Support Agent will be primarily responsible for providing frontline LMS support to faculty. They will troubleshoot and resolve issues related to use of both LMSs and escalate issues to other support avenues as needed. The LMS Support Agent will also contribute to training faculty on the use of the LMSs. Additionally, they will work with the CTL Team to prepare the LMS environments for the start of each term and contribute to discussions on how to improve LMS faculty support. As needed, the LMS Support Agent will provide support to virtual classes and instructors teaching using the on-site virtual classroom.

RESPONSIBILITIES:

A. Learning Management System and Faculty Support   (70%)

- Operate as the primary point of contact to assist faculty in use of Brightspace and Moodle (LMSs)
- Respond to faculty using a ticket system to resolve questions related to the use of the LMSs, including providing step-by-step instructions in response to Brightspace and Moodle how-to questions submitted as a ticket
- Troubleshoot user issues with LMSs
- Offer training and assistance to faculty in the setup and maintenance of technical course components including assessments, discussions, gradebooks, integration of external tools, and objects
- Share resources for how to use Brightspace and Moodle with faculty
- Collaborate with the eLearning team in the management of the LMSs
- Manually create course shells within LMSs as needed
- Collaborate with IT on generating analytical reports for eLearning
- Serve as a Approved Support Contact (ASC) for the Brightspace LMS
- Liaise with external technical support personnel related to LMSs
  Technical management of LMSs:
- Obtain course open and close dates from the registrar
- Responsible for automating course shell creation and faculty enrollment, merging courses and managing canceled courses
- Apply appropriate naming conventions to courses
- Create LMS accounts for new faculty and TAs
- Manage faculty and TA enrollments
- In collaboration with the Office of the Registrar, investigate and troubleshoot issues related to student enrollments
- Respond to tickets about adding/editing/importing course content
- Respond to general preterm course questions (eg. course availability dates, master course process)
- Manage roles and permissions
- Manage system settings for LMSs
- Manage courses (file/data management)

B. Course Administration and Remote Instruction Support (20%)

- Collaborate with faculty to determine the most effective delivery methods for synchronous/asynchronous course components.
- Assist Faculty and the CTL team in setting up and using tools for remote synchronous / asynchronous instruction, including video conferencing solutions.
- Liaise with publishers and other external partners to integrate third-party learning tools into courses on the LMS.

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- Update 'Getting Started' and 'Instructor Start Here' modules on Brightspace
- Review masters for term readiness (remove specific dates or other references that are outdated, check for broken links etc.) on Brightspace
- Use an intelligent agent to notify instructors of course availability and key term dates on Brightspace Review and Update.
- Develop and implement processes and procedures as they relate to the implementation and maintenance of the LMSs.
- Leverage the use of LMSs to improve student learning experience.

C. Other Duties (10%)

- Perform other duties as assigned by the Director, CTL.

WORKING CONDITIONS:

Physical Effort	*Minimal* Long periods of time spent time spent in the same position (e.g. sitting at a computer)	
Physical Environment	*Minimal* Little exposure to disagreeable conditions	
Sensory Attention	*Moderate* Demand for results and accuracy, demands made simultaneously, multi-tasking and adherence to deadlines	
Mental Stress	*Moderate* Occasional non-regular hours to support course delivery, deadlines and interaction with stakeholders	

MINIMUM QUALIFICATIONS

- A diploma in Information Technology, Education Technology or a related field is required with at least 3 years of relevant experience required, with at least 2 years of concurrent postsecondary experience.

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- Proven ability to provide excellent customer service
- Experience providing technical support in person or via digital technology
- Demonstrated competence in MS Office (particularly Word and Excel) and G-Suite and video conferencing platforms such as Google Meet and Zoom.
- Excellent interpersonal and written English communication skills
- Excellent organizational and time management skills
- Ability to problem solve effectively
- High attention to detail

Salary Scale: **$51,521 to $64,401 annually**

Please submit a resume and cover letter (combined PDF) to talent.acquisition@algomau.ca no later than 4:00 p.m. on May 3, 2024.

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.