Educational Analyst II - Emory College of Arts and Sciences

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Emory University
in Atlanta, GA

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Type: Full-Time
Posted: 5 days ago
Category: Instructional Technology and Design

Job Number: 158082

Department: ECAS: Ofc Undergrad Education

Remote Work Classification

Primarily On Campus
Health and Safety Information

Not Applicable

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Emory University is a leading research university that fosters excellence and attracts world-class talent to innovate today and prepare leaders for the future. We welcome candidates who can contribute to the excellence of our academic community.

Description

KEY RESPONSIBILITIES:

- Coordinates school-wide efforts that support the teaching and learning mission of the University.
- Supports departmental efforts that benefit the teaching and learning mission of the University.
- Acts as Incident Coordinator back-up to oversee team workflow and to ensure service level agreement expectations are met.
- Utilizes incident and service request software to manage and track support calls and tickets; interacts with customers to troubleshoot and resolve technical issues.
- Communicates and collaborates with the Service Desk to streamline troubleshooting issues, and provides assistance in improving processes for effective and efficient response.
- Analyzes customers' messages to determine best courses of action, resolve issues and answers efficiently, and improve processes for meeting future requests.
- Analyzes and tests upgrades to identify major and minor issues and upgrade inconsistencies.
- Analyzes and tests QA environments and system patches to make preparations for deployment to production, ensuring that use cases are created and business improvement objectives are met.
- Prepares and schedules training courses and workshops to provide users with numerous tools and functions.
- Delivers courses and workshops on educational topics and application features, providing expertise for tools based on users' needs.
- Drives the use of video and audio capture solutions to provide users with access to remote and archived training materials.
- Develops step-by-step documents, videos and web-based guides to support the user community and promote self-service.
- Consults with departments and professional schools to broadly apply best practices for instructional technologies and overall pedagogical quality.
- Consults with faculty on assessment techniques to report on learning outcomes.
- Reviews effectiveness of training programs and may implement improvements.
- Performs related responsibilities as required.

MINIMUM QUALIFICATIONS:

A bachelor's degree and two years of experience in instructional and academic technology support or a related field, OR an equivalent combination of education, training and experience.

ADDITIONAL JOB DETAILS:

- The Educational Analyst II works to ensure rigorous and engaging course design and integration of technology across the College curriculum.
- An essential member of the ECAS Learning Design & Online Education team, the Educational Analyst II designs and leads pedagogical training for College faculty members, especially those teaching online, and engages in 1:1 course design support, especially for high-impact/high-enrollment courses.
- Over 100 online courses are offered by Emory College every summer, accounting for over 85% of summer enrollments, and each of these courses are developed in collaboration with the Emory College Learning Design team.
- Partner with College faculty and departments to identify learning design and academic technology needs in on-campus and in-person teaching and develop strategies to meet those needs
- Design and deploy learning design trainings including Emory College Online Teaching Strategies (ECOTS) and continuous improvement processes to ensure the highest quality online teaching and online course offerings.
- Identify teaching and learning design support needs for Emory College faculty, including around the use of AI, and develop resources to address these needs, including workshops, self-paced resources, new tools or technologies, etc.
- Partner with faculty and departments to identify high impact learning opportunities and to support of those courses/programs with enhanced learning design and academic technology deployment
- Partner with departments to develop new online programs and offerings (examples may include Masters degree programs, summer institutes, etc.) and to support remote teaching needs that may arise
- Support the College's strategy and deployment of enhanced video and multimedia development for high impact learning opportunities (including production of asynchronous video and interactive content and enhanced delivery of synchronous sessions)
- Act as liaison to campus academic technology partners, including ECAS Classroom Technologies and
- Work with these teams to proactively identify academic technologies to best support the pedagogical objectives of College faculty (may include both software solutions and the design/deployment of innovative classroom spaces)

- Help develop comprehensive training and support plans for critical academic technologies in collaboration with these teams

PREFERRED QUALIFICATIONS:

A master's degree and four years of experience in instructional design and academic technology or a related field, OR an equivalent combination of education, training, and experience.

NOTE: Position tasks are generally required to be performed in-person at an Emory University location. Remote work from home day options may be granted at department discretion. Emory reserves the right to change remote work status with notice to employee.

Additional Details

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