# Multimedia Coordinator, Instructional Developer

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**Type:** Full-Time
**Salary:** $50,000 - $66,300 per year
**Posted:** 9 days ago
**Category:** Instructional Technology and Design; Multimedia and Audiovisual

**Company Description:**

Founded in 1819, Norwich University is the oldest private military college in the country and the birthplace of the Reserve Officers' Training Corps (ROTC). Today we are a diversified academic institution that offers undergraduate and graduate degrees and professional certificates to adult learners online and to Corps and civilian lifestyle students on campus. Norwich faculty and staff challenge all of our students to push themselves academically, socially, and as leaders. Our graduates build upon their Norwich educations to launch or grow careers and make outsized contributions to their communities, the nation, and the world.

Norwich University is located in the beautiful Green Mountains of Vermont, only 20 minutes from the state capital, Montpelier, and three hours from Boston or Montreal. It is a private institution nestled in a rural setting with a campus size of 1,200 acres.

Our excellent benefit package includes medical, dental, vision, group life, and disability insurances, flexible-spending accounts for health and dependent care, a 403(b) retirement plan with employer match, an employee assistance program, paid time off, use of the University pool and fitness center, and tuition scholarships for eligible employees and their family members. Some employees may qualify for the Public Service Loan Forgiveness Program on their Federal Student Aid Direct Loan balance. For more information about our benefits, visit https://norwich.trgportal.com.

**Job Description:**

Fulfills the mission of Norwich University by collaborating with subject matter experts/course developers (SME/CD) and iDesigners in the development of engaging and well-polished course media. Produces course media aligned with the design team's vision using creative solutions informed by best practices in teaching, learning, and content development. Utilizes AI technology to develop content and media. Fosters, facilitates, and supports the use of effective instructional technologies in distance education courses. Collaborates with instructional designers, subject matter experts, and librarians to develop and produce courses in the learning management system for the College of Graduate and Continuing Studies (CGCS). Ensures consistency of course presentation by following course development technical guidelines, course quality standards, digital content development best practices, and ADA accessibility guidelines to deliver quality online courses that promote student engagement and success.

Remote work schedule is authorized for this position.

**Essential Functions**

1. Collaborates with SME/CD and iDesigner in the development of engaging course media.
    1. Seeks to understand a SME/CDs vision and intended outcome and use creative solutions, informed by best practices in teaching, learning and media development, to produce the desired content.
2. Administers and manages multimedia platforms.
3. Stores and maintains multimedia for online delivery using best practice.
4. Utilizes AI Technology to create video, audio, multimedia as needed in course development.
5. Collaborate with SME/CDs to develop high-quality, engaging AI-related content for courses.
6. Develops, documents, and facilitates media access, storage, archive, and removal policies and processes.
7. Identifies, evaluates, and recommends emerging digital media technologies solutions for further evaluation and/or adoption.
8. Develops templates, aligned with the university's brand, for various content and media delivery.
9. Partners with Marketing and Communications Office (MCO) to ensure templates, logos, pallet, etc. align with university brand standards.
10. Advises designers and developers on standards for multimedia delivery in online courses.
11. Establishes expertise in adopted media development platforms, stay informed of updates and new features, and cross-train team members on new applications for existing technologies.
12. Ensures multimedia meets standards of accessibility.

13. Ensures course multimedia is copyright compliant.
14. Troubleshoots delivery problems of multimedia course content in the learning management system.
15. Coordinates documentation of technology administration and use with the Manager of Projects and QA.
16. Develops digital learning materials in a variety of formats including print, graphics, audio, video, interactive multimedia for delivery on a variety of devices.
17. Builds instructional content and interactive learning materials using a variety of e-learning authoring tools such as Brightspace and Articulate 360.
18. Builds course templates in the learning management system from content developed by the SME/CD and iDesigner.
19. Follows defined best practices and instructional development standards and processes when building course templates.
20. Communicates with program staff and SMEs/CDs to resolve course production issues within the constraints of timelines.
21. Serves on program teams and facilitates communication between organizational units.
22. Applies project management skills, tools and timelines to ensure course development deadlines are met.
23. Integrates visual and audio technology solutions as part of the course development process.
24. Reviews and adapts course content/instructional materials to support web accessibility based on universal design, ensuring content accessibility standards are met.
25. Applies the Norwich Online standards and rubrics to course development to ensure that courses meet quality standards; and makes recommendations for improvements.
26. Evaluates and pilots new and emerging instructional technologies (software and hardware) for online teaching and learning.
27. Develops support documentation for the use of instructional technology tools in courses, for instructors, learners, and other support staff as needed.
28. Troubleshoots and resolves content delivery issues within the LMS.
29. Works with vendors and LMS administrators to integrate 3rd party applications to support the learning process.
30. Serves as an expert in emerging technologies, acting as a resource to the college on instructional technologies.

**Other Functions**

1. Maintains confidentiality of sensitive or private information.
2. Communicates with employees, students, and others in a respectful and clear manner.

3. Serves on University committees, councils, workgroups, or other designated bodies as assigned.
4. Achieves, maintains proficiency in, and utilizes computers, telephones, and other job-related equipment, including related systems and software.
5. Speaks, reads, and writes in English.
6. Communicates by telephone, email, letter, in person, or other means or device.
7. Performs other tasks assigned by supervisor.
8. Performs other tasks as assigned by supervisor.

**Requirements:**

- Bachelor's degree
- 2 years of experience related to instructional technology.
- Extensive use of current AI technologies for image, video and audio creation.
- Teaching or training experience in a traditional or online education setting (K-12 or higher education).
- Experience with e-learning applications and Brightspace (D2L)learning management system.
- Demonstrated skills and ability to apply instructional design, quality standards, multimedia development, web development technologies and online learning.
- Proven ability to effectively manage projects and work with subject matter experts in an educational setting.
- Experience using a wide range of applications to develop instructional materials.
- Proficiency in standard office software applications, web development technologies (web page editors, HTML5, scripting, graphics), and eLearning authoring tools (Articulate 360, Adobe Creative Suite)
- Web and application design preferred.
- Demonstrated ability to learn new technologies quickly and distill necessary functionality and processes to a non-technical audience.
- Excellent oral and written communication, listening skills, customer service, and problem-solving skills.
- Able to sit, squat, reach, push, pull, and manipulate related equipment; lift 15 pounds; travel outdoors to various parts of the campus
- Work some evening or weekend hours

**Environmental Conditions**

- Indoor work at a computer workstation. Remote work
- Low level of exposure to noise, dust, fumes, vibrations, and temperature changes.

**Additional Information:**

Norwich University is an Equal Opportunity Employer and is committed to providing a positive education and work environment that recognizes and respects the dignity of all students, faculty and staff. Reasonable accommodations will be made for the known disability of an otherwise qualified applicant. Please contact the Office of Human Resources at nuhr@norwich.edu for assistance.

All candidates must be legally authorized to work in the United States without requiring immigration sponsorship, including but not limited to non-immigrant visas such as H1B, STEM, or F1, now or in the future. A post offer, pre-employment background check will be required of the successful candidate.

**Application Instructions:**

Please provide a cover letter, resume, and Norwich application.
Equal Opportunity Employer

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