Instructional Technologist II - 2 Positions (Remote)

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Position Deleted on 3/04/2026. This position is no longer an active posting on HigherEdJobs.

Type: Full-Time
Salary: $53,000 - $58,000 per year
Posted: 15 days ago
Category: Instructional Technology and Design

UMSL
University of Missouri–St. Louis

Job Description

University of Missouri System's Academic Technology team seeks an Instructional Technologist who is passionate about helping others. Your ability to understand and explain technology to faculty and students will assist with online learning across the four University of Missouri campuses.

The Instructional Technologist II position excels in the primary responsibilities of working with faculty, staff, and students on solutions to issues including answering phone, chat, and email tickets. The position impacts the team around them by working on team level projects and committees as well as helping to improve our processes and policies. The Instructional Technologist II also starts to get involved in projects and committees that have an impact beyond our team and at the individual campus level. This includes higher level projects and committees as well as developing and delivering training and webinar sessions.

The Instructional Technologist II will also be required to attend the annual on-site UM Academic Technology All Staff Retreat and other on-site events and meetings as business needs dictate. Travel for this position is expected to be minimal.

Key Responsibilities:

Mo**nitor Phone and Chat Channels**

- Perform routine support tasks using established procedures and guidelines, maintaining a working knowledge of relevant educational support practices.
- Provide phone and chat coverage, with additional substitute coverage as needed.
- Research and resolve inquiries, consulting with team members as necessary to confirm understanding and solutions.
- Ensure all customer inquiries receive timely follow-up and are resolved to completion.

Respond to Email Tickets

Research and resolve email inquiries, validating proposed solutions with team members when appropriate. Maintain ownership of tickets through completion, flagging more senior team members when necessary, ensuring accurate and thorough follow-up.

Project Participation

Contribute to a variety of projects by completing assigned tasks, which may include developing new resources, creating training materials or programs, resolving tool-related issues, supporting tool implementations, and performing other project-related duties as needed.

Knowledge Management, Training Delivery, and Process Improvement

- Resource and Knowledge Base Development
  - Assist in creating resources for both internal team members and external customers, including drafting and updating knowledge base (KB) articles.
  - Support the development and implementation of educational support strategies and plans.
- Process Improvement and Optimization
  - Identify opportunities for process improvements and propose potential solutions.
  - Contribute recommendations for enhanced workflows, message templates, needed KB articles or trainings, more efficient customer response methods, automated reports or widgets, and other enhancements that support operational efficiency and customer service quality.
- Training Facilitation
  - Deliver training sessions as assigned for UM System instructors, instructional designers, and Academic Technology (AT) staff using existing training materials.
  - Provide consultation and guidance to faculty on the educational design and implementation of curriculum, as appropriate.

Subject Matter Expert (SME) for Assigned Applications/Tool

- Serve as a subject matter expert for designated applications, tools, or topics, demonstrating expanded conceptual knowledge within the Educational Support function.

- Review and approve knowledge base articles for accuracy and alignment with best practices.
- Recommend and develop new knowledge base articles or documentation as needed to support effective system use and customer understanding.
- Maintain expertise and up-to-date knowledge of UM System Academic Technology tools, evolving technologies, emerging trends, and industry best practices.
- Perform other job-related duties as assigned

Skills and Talents:

- You are genuinely interested in people and strive for excellence in customer service love working in a team environment and collaborating with others to find solutions
- You are self-motivated.
- You are curious, have a strong drive to excel in your work, enjoy opportunities to grow and develop, love learning new things, and have a desire to understand the inner workings of the university system.
- You are proficient with technology, and you are not afraid to train to become an expert in multiple systems that will allow you to optimize support.

Shift
Monday - Friday, 8AM-5PM CST

Minimum Qualifications

Bachelor's degree or equivalent combination of education and experience and at least 2 years of experience from which comparable knowledge and skills can be acquired is necessary.

Preferred Qualifications

Candidates will also be evaluated on the following preferred qualifications:

Higher Education experience
6 months developing and delivering training
1 year of supporting and technical troubleshooting of a Learning Management System (Canvas Preferred)
Experience using other educational technologies (Zoom, Panopto)
6 months using a ticketing system

Anticipated Hiring Range

Salary Range: $53,000.00 - $58,000.00 per year

Grade: GGS 009

University Title: Instructional Technologist II

Internal applicants can determine their University title by accessing the Talent Profile tile in myHR.

Application Materials

Resume and Cover Letter
In your cover letter, please describe your experiences using technologies adjacent to the learning management system, such as AI, accessibility, publishers, or others you may have experience with. Be specific, using examples from your own experience.

Other Information

- Applicants must be authorized to work in the United States. The University will not sponsor applicants for this position for employment visas.
- UM Academic Technology provides the academic technology and digital learning services for all student in all modalities system wide as well as distance education state authorization coordination. We work with colleagues from all four Universities (the University of Missouri-Columbia, the University of Missouri-Kansas City, the Missouri University of Science and Technology, and the University of Missouri-St. Louis) to enhance educational experiences, advance technological services, and increase efficiencies while pursuing continuous collaboration between the four institutions. We add value by working alongside our faculty, student, program, campus, and system partners to ensure faculty have the knowledge they need to provide the best educational experience for our students.

Benefit Eligibility
This position is eligible for University benefits. As part of your total compensation, the University offers a comprehensive benefits package, including medical, dental and vision plans, retirement, paid time off, short- and long-term disability, paid parental leave, paid caregiver leave, and educational fee discounts for all four UM System campuses. For additional information on University benefits, please visit the Faculty & Staff Benefits website at https://www.umsystem.edu/totalrewards/benefits.

Equal Employment Opportunity

The University of Missouri is an Equal Opportunity Employer.

To request ADA accommodations, please call the Director of Accessibility and ADA at 573-884-7278.
UMSL is an equal access, equal opportunity, affirmative action employer that is fully committed to achieving a diverse faculty and staff. Equal Opportunity is and shall be provided for all employees and applicants for employment on the basis of their demonstrated ability and competence without unlawful discrimination on the basis of their race, color, national origin, ancestry, religion, sex, sexual orientation, gender identity, gender expression, age, genetic information, disability, or protected veteran status. EEO IS THE LAW

To read more about Equal Employment Opportunity (EEO) please use the following links: EEO is the Law English Version
EEO is the Law Spanish Version
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