Educational Analyst II / Canvas Instructional Support – Canvas Incident Management

Job Code: LE36
FLSA*: Exempt
Grade: 333

Pay Range Minimum	**Hourly:**	**Monthly:**	**Annually:**
	$31.01	$5,375	$64,500

Experience with learning management system support and/or instructional technology support required. Experience with e-learning, remote learning and/or educational technology tools required.

Experience with Service Now or other IT ticketing management systems preferred. Microsoft 365, Sharepoint, or similar productivity cloud tool experience is also preferred.

Excellent problem-solving and interpersonal skills, plus the ability to solve computing problems are essential for this position. Must be able to effectively and professionally provide technical assistance to faculty, students, and staff.

Must have excellent written, verbal, and interpersonal skills; customer service oriented and be able to work in a team environment.

Ability to work a flexible schedule, including some evenings and weekends.

Primary areas of responsibility:

- Canvas administration and support
- Instructional technology support
- Service Now Ticketing (faculty/student accounts and enrollments)
- Support documentation (Knowledge Articles, Technical workflows)

*This is an Exempt position. Employees in this position are paid a salary on a monthly basis and are not eligible to receive overtime pay.

JOB DESCRIPTION: 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.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

EQUAL EMPLOYMENT OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: