

**INSTRUCTIONAL COMMUNICATIONS SYSTEMS**  
Position Announcement

POSITION 18027

Working Title: Instructional Technologist  
Official Title: Associate or Intermediate Media Specialist  
Unit: Instructional Communications Systems, University of Wisconsin-Extension  
Appointment: Academic Staff 100% fixed term appointment  
Location: Madison, Wisconsin  
Availability: Open until filled, best consideration date: December 22, 2017

**POSITION SUMMARY**

The Instructional Technologist works in collaboration with faculty, instructors, and presenters to plan, organize, advise, instruct, and consult with clients on the availability, production, and appropriate use of instructional technologies available at ICS. This individual ensures that each of the instructional events assigned to him/her is successfully implemented throughout the instructional life-cycle; including pre-event design and setup, event support, along with post-event production and follow-up. This position will be responsible for scheduling and guiding student and other part-time staff to accomplish these goals. The Instructional Technologist is responsible for the continued process refinement of events life-cycle at ICS. The ability to be flexible in scheduling is important. It is expected this position will primarily support afternoon and evening programs, along with some weekend programs. Reports to Manager of Technical Services and Operations.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Work with ICS staff to plan, schedule, and, coordinate the availability of instructional technologies
2. Set up instructional technology in accordance with event design prior to the start of an event
3. Provide first-line instructional technology support to ensure that assigned instructional events are successfully implemented. Analyze, troubleshoot, and provide solutions for presenters, participants, and support staff in person and by phone and video connections. Ensure presenters feel confident that technologies are fully operational during the event.
4. Operate and monitor audio, video, and web-based conference collaboration systems, along with cameras, switchers, and other classroom related technology
5. Conduct post event production activities and client follow-up
6. Maintain records and logs for inventory, maintenance, and billing
7. Design and implement classroom upgrades to support latest pedagogical trends and assist in implementation and installation of systems and equipment
8. Perform first-line maintenance of instructional equipment and communicate and coordinate with vendors as needed
9. Oversee help desk incident reports and resolution process
10. Serve as main contact for part time, temporary and student staff, as well as scheduler and overseer of their work.
11. Provide coaching and mentoring to part time, temporary and student staff.
12. Provide technical support to ICS staff in the development and production of training materials, workshops, and seminars
13. Represent the unit, division, and/or institution on local, state, or national committees and professional organizations.
14. Effectively engage diverse perspectives and experiences and demonstrate respect for others in all workplace relationships and interactions.

**ESSENTIAL JOB FUNCTIONS**

- Ensure that each assigned instructional event is successfully implemented throughout the instructional life-cycle
- Plan, prioritize and organize large amounts of information and manage multiple projects simultaneously
- Assist in planning, scheduling, and allocation of resources to scheduled events

- This position requires evening and weekend hours

### **MINIMUM QUALIFICATIONS**

1. Bachelor's degree (ideally in audio/visual, media production, and, or related discipline) or equivalent combination of education and experience
2. Demonstrated experience in utilizing AV systems in an educational setting
3. Demonstrated experience and understanding of excellent customer service
4. Strong interpersonal skills to build and maintain effective relationships with a wide range of clients and staff
5. Team player with the interest and enthusiasm to work within ICS to continually improve its services
6. Ability to learn and apply new technologies

### **DESIRABLE BUT NOT REQUIRED QUALIFICATIONS**

1. Two (2) years of AV experience in an educational setting
2. Experience in AV systems design
3. Experience in designing media-rich classrooms
4. Experience with distance education, particularly synchronous distance education such as web conferences, videoconferences, and webcasts
5. Interest in and ability to take on future leadership roles

**SALARY:** We expect to pay in the mid- to upper-30s with actual pay dependent upon qualifications, experience and official title. UW-Extension offers a comprehensive benefits package; more information is available at <https://www.wisconsin.edu/ohrwd/benefits/summaries/>

**HOW TO APPLY:** Apply online at [www.careers.wisconsin.edu](http://www.careers.wisconsin.edu) by 12/22/17 at noon. This is job #13766. If you are a current UW System employee use <http://bit.ly/2n9AibS>. Applications will be accepted and reviewed until the position is filled. Please include a detailed resume, a 1-2 page narrative carefully detailing HOW your experience relates to this position, Names and contact information, including email addresses, for three work references, including at least one supervisory reference.

Direct inquiries and online support questions to: Betsy Nelson, Human Resources, 821 University Avenue, Madison, Wisconsin 53706, 608-262-5221. [betsy.nelson@vilas.uwex.edu](mailto:betsy.nelson@vilas.uwex.edu).

### **ADDITIONAL INFORMATION**

A criminal records review will be conducted for final candidates. In compliance with the Wisconsin Fair Employment Act, the University does not discriminate on the basis of arrest or conviction record. Convictions and pending charges will be considered only if they are substantially related to the circumstances of this position.

Employment is contingent on establishment of identity and verification of employment eligibility as required by the Immigration Reform and Control Act of 1986.

It is the policy of UW-Extension to provide reasonable accommodations for qualified individuals with disabilities who are employees or applicants for employment. If you require an accommodation to participate in any part of the hiring process, please contact person listed above.

As a unit within the University of Wisconsin Extension, WPT is an Equal Employment Opportunity and Affirmative Action employer and no qualified applicant will be eliminated from consideration. WPT is committed to achieving a diverse workforce and to maintaining an atmosphere of diversity and inclusion. We want our staff and programming to reflect the rich culture and diversity of our state and actively encourage applicants from diverse backgrounds to apply.