



ALLENTOWN, PA

**Position Title:** Instructional Technologist  
**Supervisor:** Director, Instructional Technology & Digital Learning  
**Classification:** Administrative Management (Exempt), full-time

**Overview:**

The Instructional Technologist is an integral member of the Instructional Technology and Digital Learning (IT/DL) team who will assist this team in the support, development, training, and promotion of digital tools and classroom technologies. The Technologist is part of an overarching, unified approach to customer service codified in the Office of IT that emphasizes user experience and engagement. The role is consultative, in that the Technologist will proactively work with faculty, students, and staff on making effective use of technology both in and out of the classroom and will help develop innovative approaches for integrating technology inside traditional, blended, and online liberal arts educational environments. This position requires an agile, self-motivated learner who stays abreast of emerging trends in instructional technology, along with suggesting new technologies and identifying general improvements to existing systems and workflows.

The Technologist will work with others in IT/DL and the Support Desk to create documentation that is comprehensive and usable for day-to-day support. Cross-training is a key part of our operations, and the Technologist ensures that effective tutorials are created, and that information is flowing between all units within the Office of Information Technology. This individual will also be responsible for system support, training faculty, students, and staff on new and existing educational tools. The Technologist will collaborate with other members of IT/DL and the Digital Learning Team to build upon the campus-wide momentum focused around digital learning and student agency with tools including, but not limited to, VoiceThread, Hypothesis, and Domain of One's Own. The Technologist will serve as part of the Digital Learning Team, an interdisciplinary group of librarians, technologists and designers focused on advancing digital pedagogy and scholarship across campus. They will collaborate with members of the Digital Learning Team in the training and mentorship of the Digital Learning Assistants program, a diverse group of student-technology peer leaders.

Finally, this individual will function as a primary administrator of our Learning Management System, with explicit responsibility for documentation and support.

**Characteristic Duties and Responsibilities:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Work collaboratively with Instructional Technology and Digital Learning group on classroom design and learning space technology.
2. Keep abreast of current trends in instructional technology through formal and informal professional development, especially related to LMS and classroom technologies and pedagogies.
3. Proactively consult with faculty, staff, and students on how to improve teaching and learning vis-à-vis the LMS and classroom technologies.
4. Intake of support requests from the community with an emphasis on effectively gathering information needed for a speedy resolution.
5. Provide support as appropriate and possible vis-à-vis available documentation and other resources
6. Expert-level support of classroom technologies and LMS
7. Document or improve on documentation on activities and services and maintain records
8. Perform other duties as assigned

**Qualifications:**

1. Bachelor's degree in related field with relevant experience required
2. Must be detail-oriented individual with effective communication skills
3. Demonstrated success in a customer-service oriented environment
4. Proven ability to work in team environments; experience in matrix-reporting structures a plus
5. Experience with Learning Management Systems; Experience with digital learning pedagogies
6. Experience in classroom AV and learning space design a plus
7. Experience working collaboratively, in a diverse environment, with students, faculty and staff.
8. Experience with WordPress, GIS mapping software, 3D modeling software, and 3D printing a plus.

*Muhlenberg College is an Equal Opportunity Employer. All employees are expected to support Muhlenberg's commitment to function as a diverse, caring, inclusive community.*