

# BELHAVEN UNIVERSITY

**Position Title:** Director of Canvas Academic Services and Online Tech Support

**Department:** Adult, Graduate, and Online Studies

**Direct Supervisor:** Associate V.P. Adult, Graduate, and Online Studies

**Designation:**

## Overview

The Director of Canvas Academic Services and Online Tech Support is responsible for making sure all Canvas shells have the appropriate blueprint courses imported, the course dates are accurately entered, and the courses are published each term for Adult, Graduate, and Online courses. In addition, the Director provides tech support for faculty and students related to Canvas for courses in AGOS. This position also serves to support all staff and students within the Online department.

## Functions and Responsibilities

- Provide support for all Adult, Graduate, and Online faculty and students related to Canvas. Support tickets will be processed through Zendesk. Correcting the active courses immediately, and notifying the appropriate ID to correct the blueprint course if relevant.
- Oversee the Coordinators of Instructional Services to:
  - Make sure that all courses have been imported into the active Canvas shell and gone through the defined review process. Assist in adjusting the review process as needed.
  - Make sure that all dates have been entered into active courses prior to publishing the courses for student access.
  - Make sure all active courses are published for student access at least one week prior to the start date for that mod.
- Participate in the implementation/maintenance of software systems supporting Canvas as called upon.
- Communicate with IT Department on Canvas issues as necessary.
- Submit tickets to Instructure for issues that cannot be handled locally and monitor their progress to resolution
- Research and make recommendations concerning necessary upgrades and changes to Canvas.
- Other duties as required by the Associate V.P. Adult, Graduate, and Online Studies

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## Qualifications

- Bachelor's degree, master's degree preferred
- Thorough knowledge of, and experience with managing Canvas for faculty and students
- Thorough knowledge of Canvas for problem-solving in providing student/faculty support
- Excellent communication skills
- Experience in managing a team

## Preferred

- Certification: Certified Canvas Educator

This job description has been approved by:

Manager \_\_\_\_\_

HR \_\_\_\_\_

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_