

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Academic Support & Solutions Manager

Code: 19394

Salary Grade: 63

FLSA Status: Exempt

Department/Division: Academic Innovation

Reports To: Assistant Director for Digital Transformation Initiatives and Strategy

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## *Summary*

**Introduction:** The University of Texas at San Antonio Academic Innovation is seeking a highly motivated and experienced academic support & solutions manager to lead our Academic Innovation service desk. Working in a fast-paced, high-energy Academic Innovation team, this position promotes a culture of exceptional and accurate customer service. This individual will be responsible for driving superior customer support to administration, faculty, staff and students through policies, procedures, and setting of goals. The job requires a high degree of technical aptitude of current and emerging educational technologies and project management skills; leads data-driven initiatives; facilitates the use of virtual and in-person services, oversees onboarding and training, and triages technical support needs and escalations.

The ideal candidate will have proven experience working in a customer support position, show excellent leadership and interpersonal skills, have great communication skills, and be a role model and mentor to staff. The Academic Support & Solutions Manager will work closely with faculty, graduate students, colleagues in Academic Innovation and other stakeholders to provide technology support for faculty, staff, and students. Demonstrates a commitment to service excellence, innovation, student success, integrity, and diversity in the performance of job duties.

**Function:** To provide professional expertise in the management of the Academic Innovation service desk, its processes, and staff.

**Scope:** Responsible for the efficiency and success of the Academic Innovation support desk in providing technology support for faculty, staff, and students.

## *Duties*

- **Typical:**
  1. Manages assigned supporting staff in assisting faculty, staff, and students with issues related to the learning management system, supported digital tools, and requests for instructional design or teaching consultations.

2. Assist students, faculty, and staff with escalated issues related to the learning management system, supported digital tools, and request for instructional design or teaching consultations.
  3. Monitors and evaluates incoming support tickets and requests for assistance with Academic Innovation partners.
  4. Tracks data and generates reports related to the impact and efficiency of the Academic Innovation support desk.
  5. Creates, maintains, and enhances the standard operating procedures for the support desk and related processes in Academic Innovation.
  6. Meets regularly with Academic Innovation area leaders to plan for upcoming initiatives and accomplish shared goals.
  7. Supports the classroom support team with processes related to classroom technology, event support, and other inquires.
  8. Provides one-on-one training for faculty and staff as requested.
  9. Maintains the LMS and digital tool internal knowledge base.
  10. Performs other duties as assigned.
- Periodic:
    1. Create reports and present data to leadership.
    2. Assists in training assigned supporting staff.
    3. Assists in the implementation of new LMS platforms, digital tools, and other technical solutions.
    4. Communicate with external platform partners and vendors.
    5. Conducts annual performance appraisals of personnel.
    6. Other duties as assigned

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor’s Degree in Instructional Technology, Information Technology/Systems, or related field from an accredited institution.	Graduate level courses or certifications in a related field.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Ability to work in a dynamic, fast paced, team-based environment with multiple priorities. Knowledge of current and emerging educational technologies and implementation strategies. Knowledge of different computer configurations including operating systems (Windows & Mac), web browsers, and mobile devices.	Holds a HDI or equivalent certification Foundational knowledge of instructional design and online best practices. Foundational knowledge of the universal design principals, assistive technology, and best practices for accessibility.

<p>Familiarity with classroom technology systems such as video conferencing tools, webcams, microphones, projectors, and more.</p> <p>Strong written, oral, interpersonal, and presentation skills used to communicate effectively with people at varying levels of computer literacy.</p>	
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***Experience***

<b>Required</b>	<b>Preferred</b>
<p>Three years of experience managing or supervising a technical help desk or related customer service management.</p>	<p>Academic/Educational use and experience with web-conferencing systems (Microsoft Teams and Zoom), social media, and mobile devices.</p>
<p>Ability to work with and build consensus with people from diverse cultures and backgrounds.</p> <p>Experience working with faculty and instructional staff in a higher education or comparable environment.</p> <p>Experience using a Learning Management System (Blackboard, Canvas, Moodle, or other) to help accomplish teaching and learning goals.</p> <p>Experienced and comfortable with offering in-person and virtual small/large group trainings and workshops related to educational technology.</p>	<p>Experience with instructional design methodologies, pedagogical issues and best practices for classroom, online, and hybrid teaching and learning, including the design and development of accessible course materials/activities.</p>

***Equipment***

<b>Required</b>	<b>Possible</b>
<p>Standard office equipment.</p>	

***Working Conditions***

<b>Usual</b>	<b>Special</b>
<p>Hybrid (individuals that work both in-person</p>	<p>May occasionally require working late hours or</p>

and remotely) May occasionally require working late hours or weekends as needed.	weekends as needed.
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***Supervision***

<b>Received</b>	<b>Given</b>
Supervision for effectiveness and efficiency.	Supervises assigned support staff.

***Security Sensitive***

<ul style="list-style-type: none"> <li>This is a security sensitive position. Employment is contingent upon a successful background check.</li> </ul>
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