

Request for Qualifications

Schoology Support Specialist (Consultant)

ABOUT MATSOL

MATSOL is a non-profit professional association of educators of English language learners in Massachusetts. Our members include educators in PK-12 schools, adult basic education and workplace programs, and institutions of higher learning. MATSOL's mission is to promote excellence and equity in the education of English language learners. MATSOL offers hybrid and online courses to educators of English learners using the Schoology Learning Management System.

POSITION SUMMARY: Provide course setup and management of online courses in Schoology and provide technical support to instructors and students.

POSITION STATUS: Consultant, part-time (1 year commitment August 2018-June 2019)

REPORTS TO: Director of Professional Learning

RESPONSIBILITIES

- Set up Schoology courses from existing course templates; update assignment due dates for 8 online sessions; If needed, upload updated materials and edit assignments and gradebooks.
- Provide on-call email user support for instructors and students using Schoology; do troubleshooting; contact Schoology if necessary for assistance.
- Oversee new student enrollment in Schoology.
- Monitor courses during the semester to ensure that teachers are grading assignments in a timely manner.
- Oversee course beginning, ending, and archiving.
- Deliver webinar for onboarding new instructors; create help document for instructors with links to Schoology support information.

QUALIFICATIONS

Experience

- 1-2 years experience with Learning Management System course management and instruction. Experience with Schoology preferred.
- Experience hosting training webinars and creating short user support training videos.

Skills

- Ability to work independently and complete work on a deadline.
- Proficiency in webinar software, video capture, and related technology.
- Excellent oral and written communication skills.
- Ability to respond to support requests in a timely manner.

Education

- Bachelor's Degree

HOURS: Variable. Most MATSOL courses run in the fall and spring, so the majority of the course set-up work will take place at the beginning and end of our semesters (August/September, December/January, May/June), but additional course set up may be required at other times.

WORK LOCATION: Remote

TO APPLY: Send a letter of interest and resume to apply@matsol.org. Open until filled.