

**Position Description  
Pacific Lutheran University**

**Position:** Director of Instructional Technologies, Library Systems (1.0 FTE)

**Incumbent:** Layne Nordgren

**Department:** Information Resources

**Supervisor:** Chris Ferguson, Dean for Information Resources

**Job Summary:** Develop and lead a major service center in support of teaching and learning with technology that effectively supports students and faculty in their expanding use of instructional technologies digital portfolios, multi-media presentations & projects, and other technology-rich endeavors. Manage web services infrastructure and Web/Multimedia Development Team. Provide system administration and leadership for automated library systems.

**Primary Responsibilities:**

**Instructional Technology Support for Teaching and Learning**

- Assess student and faculty needs for instruction in and use of instructional technology
- Work closely with advisory board, faculty mentor, the Center for Teaching and Learning, and the Instructional Resources Committee to identify programmatic direction and focus; develop and update Multimedia Lab mission, goals, objectives, and initiatives
- Support faculty in their expanding use of instructional technologies through a variety of development and service programs; develop and present workshops, materials, and tutorials on the use of instructional technology including one-on-one, group instruction, and defined projects
- Lead development, support, and enhancement of PLU eCourse system; foster creation of technologies and services in support of distributed learning, including teaching and learning abroad; lay foundation for participation in national programs such as the National Learning Infrastructure Initiative
- Support student uses of technology and information, especially digital portfolios, multi-media projects, and other technology-rich endeavors
- Administer and manage Multimedia Lab facilities, personnel, and budget
- Work with program leadership, advisory board, and constituents to ascertain priorities, identify funding sources, and seek grants and gifts toward this end

**Web and Multimedia Development**

- Lead, develop, and enhance collaborative creative and technical team for advanced web and multimedia projects
- Provide creative, technical, and collaborative leadership for a variety of teaching and learning development projects as well as the development of effective instructional resources, service interfaces, and web services for administrative units to accelerate the university's transition to paperless
- Work collaboratively with Chief Technologist to provide research and development in instructional technology as well as web-based access services, resources, technologies, and interfaces

- Provide leadership, management, maintenance, and support for web infrastructure including ColdFusion server, web database server, LuteCast streaming server, and eCourse server; coordinate operations and upgrades with CATS networking and system support
- Provide technical and design support to develop, maintain, and enhance Information Resources web space to make effective use of virtual services and to begin integrating IR resources and service within the network
- Provide multimedia production services for PLU community

### **Library System Administration**

- Assess patron and staff needs for library automated systems
- Coordinate creation, maintenance, update, and implementation of Strategic Plan for Library Automation
- Manage data migration to new automated systems hardware and software platforms; batch load records and updates from remote systems.
- Develop and manage library automation budget for automated system purchases, upgrades, and maintenance.
- Coordinate upgrade of firmware, operating system, database software, and application software to current releases with library departments and CATS system support.
- Manage automated systems support team, providing support to log, track, and resolve automated system problems and changes.
- Plan, prepare, evaluate, and implement automated system migrations, upgrades, and the addition of new system modules
- Develop, update, and enhance scripts and databases for Journals at PLU database and database authentication interfaces
- Participate in automated systems user group(s)

### **General**

- Promote information literacy and technology awareness, cultivation of critical thinking skills, equity of access to information and computing resources, and personalized service
- Promote and encourage continuous staff learning of new multimedia and web technologies
- Work with unit leadership to benchmark program and service performance measures
- Track and communicate performance toward development and attainment of unit initiatives, goals, and objectives