

Digital Learning Support Specialist (DLSS)

The Digital Learning Support Specialist (DLSS) works within a state team to support the planning, implementation, and evaluation of digital learning environments in Arkansas. The DLSS has expertise in emerging online teaching and learning practices that allow for active learning; effective content authoring and lesson design methods that best serve digital education; and strategies in helping educators transform system-centered practices into student-centered practices.

The DLSS interacts with media production workgroups, learning management system consultants, technology solution experts, pedagogical experts, curriculum design experts, and educators around the globe. The DLSS provides operational support to state projects, Arkansas Cooperatives, and public schools in the growing interest in blended and online learning. The position works under the direct supervision of the State Coordinator of Team Digital in partnership with the Director of the Education Service Cooperative where they are stationed. The DLSS will be assigned to a service region; therefore, physical location is a consideration but not a determination. This is a state-wide position.

Education and Experience

- Bachelor's degree in education, computer technology, or similar degreed program is preferred.
- Three-five years of experience in a school, education service cooperative, or state agency that works directly to support students and teachers is preferred.
- Three-five years of experience with digital learning pedagogies and best practices.
- Recent documented experience and knowledge of online and blended learning solutions such as Blackboard, MOODLE, ZOOM, or others.
- Recent experience with e-learning course development, curriculum design, training methodologies, and online education.
- Demonstrated experience in the innovative use of blended and mobile learning approaches to enhance student engagement.
- Certifications or projects to provide high level of proficiency of multi-media tools such as Adobe Photoshop, Audacity, Flash, Adobe Premier, or video editing.

Skills and Abilities

- High level of written, oral, and active listening communication skills

- Ability to function in a team-oriented environment and contribute to team efforts and goals
- Ability to meet professional obligations through efficient work habits such as meeting deadlines, honoring schedules, coordinating resources, and demonstrating respect for others.
- Ability to handle multiple projects simultaneously
Excellent interpersonal skills with a focus on coaching/motivational skills
- Able to present ideas in educator-friendly and user-friendly language
- Highly self-motivated and directed
- Ability to absorb new ideas and concepts quickly
Possess desire for life-long learning

Position Responsibilities

- Provide ongoing support during the planning, implementation, and evaluation of digital K-12 courses, professional development sessions, and blended or online learning environments at district, regional, and state levels.
- Evaluate and provide expertise in educational technology applications and practices that support blended and online learning.
- Develop and conduct workshops and educational outreach supports for stakeholders as new delivery models emerge
- Perform digital learning research for potential service pilots for innovative models
- Assist content developers in the development, delivery and maintenance of high-quality online courses and resources.
- Provide training and support for transitioning courses from one technology solution to another
- Consult with district and regional administration and others in developing personalized Digital Learning Plans that support and facilitate the implementation of the site technology plan.
- Design and edit content in MOODLE, Blackboard, Word, PowerPoint, and other programs.
- Write script to accompany visual content, determines graphics that supplement and enhance content, and ensures design meets Web Content Accessibility Guidelines (WCAG)
- Evaluate new software and hardware to support digital teaching, learning, and resource development
- Maintain knowledge of national and international developments in the use of emerging blended and online learning technologies, resources, or environments
- Respond to stakeholder emails and voice mails within 24 hours
Generate weekly reports that include travel schedules and reports from the field
Regional and state-wide travel is required

All applications must be submitted online. Salary is commensurate with experience.