

Описание позиции и список требований к кандидату

Position Title: Moodle Technical Support Coordinator

Job Description:

The Moodle Technical Support Coordinator plays a pivotal role in the management, oversight, and technical support of online courses within the Moodle environment. The coordinator ensures smooth initiation and launch of courses, addresses technical anomalies promptly, provides specialized technical support to course-related functionalities, manages data stewardship, and oversees automated communication management.

Key Responsibilities:

- Initiate and launch online courses within the Moodle platform.
- Coordinate with course instructors and administrators to ensure seamless setup and configuration.
- Provide specialized technical support to course instructors and learners, particularly relating to Moodle functionalities.
- Assist users with troubleshooting technical issues, resolving errors, and optimizing course delivery mechanisms.
- Ensure accurate and precise upload of all relevant data, including course materials, assignments, and user information.
- Maintain data integrity and confidentiality in accordance with organizational policies and regulations.
- Manage automated communication channels within Moodle, including email notifications and announcements.
- Ensure effective communication with course participants, instructors, and stakeholders through automated systems.

Requirements:

- Minimum 2 years of experience in technical support, preferably in an educational or e-learning environment.
- Proficiency in managing Moodle or similar learning management systems (LMS).
- In-depth understanding of Moodle functionalities, including course setup, enrollment, grading, and reporting.
- Strong troubleshooting skills with the ability to diagnose and resolve technical issues efficiently.
- Excellent verbal and written communication skills.
- Ability to articulate technical concepts to non-technical stakeholders effectively.
- Ability to prioritize tasks, manage multiple projects simultaneously, and meet deadlines.
- Ability to work collaboratively with cross-functional teams, including course instructors, administrators, and IT staff.
- Proactive approach to problem-solving with a focus on finding innovative solutions.
- Ability to remain calm under pressure and adapt to changing circumstances.

Длительность контракта: с 3.06.2024 до 14.12.2025 (загрузка: 59 рабочих дней)

Для подачи на вакансию необходимо прислать резюме и сопроводительное письмо, указывая стоимость одного рабочего дня (8 рабочих часов), а также указать страну налогового резидентства.