Al Batool Virtual International School And

Al Forqan Private School (Virtual American Program)

Technical Support Team

Al Batool Virtual International School (BVIS) and Al Forqan Private School – Virtual American Program (FVAS) Full Time Student Support Services utilizes an evidenced–based Multi–Tiered System of Supports (Technical Support Policy for Students and Parents – Technical Support Policy for Teachers or Academic and Administrative staff – Technical Support Policy for the School's Systems Administrator. For more information and contact,

Please visit: https://batoolforqan.online/technical–support–2/

Staff Roles and Responsibilities

Head of Technology & Operations Responsibilities

Employ leading operational efficiency best practices and tools

Define optimal organizational structure and recruit, develop, manage, and motivate a high performing team – results driven, accountable and collaborative

Ensure optimal resource allocation – demand and skill matching – and expense management aligned with strategic intent

Communicate and explain the operations and technology strategy and provide periodic performance updates to divisional leadership and other key stakeholders

Oversee acquisition, installation, and maintenance of the full information technology application portfolio.

Evaluate discretionary IT spend requests, recommend disposition – approve, reject, defer – and make the case for funding approval by divisional

Ensure a responsive IT control environment – including management and resolution of internal audit findings – is maintained and adequate disaster recovery and business continuity plans are in place.

LMS Manager Responsibilities:

General:

Works on assignments dealing with the routine and daily operation, use, and configuration of the LMS.

Manages community areas within the LMS including functionality, appearance, tabs, and settings.

Acquires and maintains knowledge of current technology as it applies to LMS software and systems.

Maintains procedures and policies to ensure the security and integrity of systems/networks.

Writes and maintains technical procedures and policy documentation.

Acts as an internal consultant by analyzing data and recommending solutions to utilize the LMS to deliver, track training and measure performance to meet organizational objectives.

Creates and updates resources to train and support learners on how to use the technology for online and professional development.

User Management:

Creates user logins as needed and assigns user permissions.

Creates and manages user structures including the creation of user groups and learning cohorts.

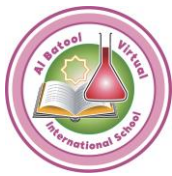Manages course enrollment including progress tracking.

Course Management:

Publishes and archives online or blended learning solutions, assigns training curricula, and adds and deletes resources.

Works with the Information Technology department to manage the course asset library.

Populates course information and assigns learners.

Develops and updates standardized tools and reporting for ongoing access to learning information; generates standard and

custom reports.

Analyzes reporting data and recommends strategic direction to HR, technical managers, or others, as appropriate.

Creates and manages the overall course structure and sets up course programs based on specifications from the instructional designer.

Manages tracking of course revisions and history.

Technical Support Specialist

Provides troubleshooting assistance for users regarding logging in to the LMS and accessing courses.

Troubleshoots and resolves issues relating to system functionality and software systems.

Serves as point of escalation for support issues, which may include interaction with LMS vendor and other vendor support services.

Reviews and monitors system performance.

Works with the instructional technologist and instructional designers to troubleshoot and resolve technical issues related to accessing the LMS and course content.