

Support Job Position Description

Section I: Position information

Effective date	2026-04-27	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Course Administrator		
Position number	S00125 and 999641		
Classification level	R-1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Virtual		
Department	Faculty of Business		
Reports to	Senior Manager, Course Development & Production		

Position summary

Briefly describe the main purpose(s) of the position.

The incumbent is primarily responsible for coordinating the acquisition/creation and deployment of course materials; deploying digital courseware; and researching and obtaining copyright permissions in accordance with Canada's copyright legislation for all Faculty of Business graduate programs and courses. Responsibilities involve detailed, time-sensitive tasks and processes, requiring a critical, quality-assurance and service-oriented focus. The incumbent also has administrative responsibilities associated with course delivery. The incumbent works closely with the Learning Designers & Editors within Course Development & Production to support course development and production activities, as well as with other cross-functional departments in the Faculty of Business at Athabasca University and with external stakeholders and suppliers.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

MATERIALS AND COURSEWARE COORDINATION, DEPLOYMENT, AND DELIVERY ACTIVITIES (60%)

- Conducts library, database, and Internet research as directed by the Senior Manager, Course Development & Production (SMCDP), Learning Designers and Editors (LD&Es), Course Development & Production (CDP) team, or as requested by academics or other FB staff
- Researches course material issues (e.g., costs, availability, etc.)
- Coordinates the acquisition and any required duplication of course materials (e.g., textbooks/e-texts, videos, other multimedia); this includes working collaboratively with any contracted internal/external service providers, and assisting with the acquisition of materials for in-residence courses

- Liaises with publishers to identify upcoming edition changes to existing texts and informs the LD&Es and academics accordingly; investigates inventory and publishing options (e.g., custom publications, formats, additional publisher resources) as required and requested
- Generates and compiles course-specific student distribution lists
- In consultation with academics, determines appropriate courseware setup requirements for large and small groups (i.e., small group configuration lists)
- Coordinates the distribution of course materials domestically and internationally; this includes working collaboratively with any contracted internal/external service providers
- Handles and resolves student/academic course issues
- Assists with quality assurance testing of digital course components (e.g., weblinks, databases, passwords, Digital Reading Room)
- Coordinates and communicates student/academic assignments with AU's Learning Services Tutorial/LST team to ensure appropriate student/academic access to course-specific sections prior to course deployment
- Drafts, sets up, tests (e.g., passwords, links), and deploys email courseware and material notifications to academics and students
- Handles and resolves student/academic courseware deployment issues that are non-technical
- Coordinates the maintenance of the master course list for key delivery functions and performs these activities during delivery. Maintains and updates key operational repositories and archives documentation according to schedule

COPYRIGHT RESEARCH, PURCHASING, AND ADMINISTRATION (25%)

- Reviews and researches copyright permission requests for online and in-residence courses for Faculty of Business graduate and paced courses/programs, as received from Course Development & Production staff, academics, or other FB staff; this may include identifying and locating the correct article and/or copyright owner
- Ensures that a clean, high-quality copy of each document (e.g., article, text chapter, graphic) is obtained for the respective course copyright file and, in some cases, for duplication or digitization
- Establishes and maintains effective working relationships with copyright owners (e.g., publishers, authors, other rights holders)
- Identifies any copyright issues and provides possible solutions or alternatives to FB requestor; this may include negotiating special copyright terms or permissions with copyright holders (e.g., change of format or any kind of modification to a work)

- Purchases required copyright permissions according to requirements stipulated by Canada's copyright law and AU/FB copyright policy and procedures, and according to pre-established processes and procedures of both FB and the copyright holders
- Advises and/or consults with staff on copyright issues, procedures, and law
- Ensures that hard copy or electronic materials contain appropriate copyright holder credits and that such credit meets the requirements as stipulated under Canada's copyright legislation and AU/FB copyright policy and procedures
- Sets up and maintains hard and soft (digital) files of permission documentation; this includes active and archived files
- Maintains a copyright repository
- Actively monitors and keeps abreast of emerging copyright and intellectual property issues, and changes to legislation that would impact the organization, and advises appropriate FB management and staff accordingly

ASSESSMENT/COURSE ACTIVITIES PRODUCTION AND DEPLOYMENT (5%)

- Obtains assessment and interactive materials (e.g., peer evaluations, self-assessment, simulations, questionnaires) as directed by LD&E or CDP team
- Coordinates copyright permission and acquisition of digital assessment and interactive materials
- Prepares and deploys instructions for assessments and interactive activities. Provides follow-up assistance to students and academics for deployed materials

OTHER (10%)

- Participates as a team member on various department or FB projects (e.g., cross-department process reviews, projects, continuous improvement initiatives)
- Assists with testing of digital courseware or various operational systems and processes under development, for R&D and trial purposes

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

This position reports to the Senior Manager, Course Development & Production

The incumbent provides administrative support to Learning Designer & Editors along with Course Development & Production team colleagues, and provides indirect support to FB graduate faculty, academic coaches, and course authors. The nature of the work also requires the incumbent to collaborate effectively with FB's Graduate Enrolment Advisors, IT, and Helpdesk staff on a routine basis.

The expectation is that incumbents will produce high-quality, error-free course/exam materials and courseware, and deploy it in a timely and efficient manner. The diversity of FB graduate courses' design and delivery means that the incumbent must be familiar with the various setups and procedures associated with each course, as well as the technologies and tools used.

Sound, thorough knowledge and the ability to interpret and apply current copyright law and AU/FB policies and procedures are essential to ensure that no breaches of copyright law occur that could leave the institution liable to legal action. It is essential that copyright files are accurate, up-to-date, and well-organized in the event of an internal or external audit or legal dispute. As copyright legislation is in an environment of ongoing change, the incumbent must stay up to date on the latest developments and interim decisions.

Any errors or omissions in course materials, digital courseware, or copyright permission negatively impact students' perceptions of quality for FB graduate programs and could damage FB's and/or the greater university's reputation or put either in a legal dispute with a copyright holder.

Work problems

The workload of the incumbent is based on the number of FB graduate courses being offered, the number of per course copyright permissions required, the number of courseware databases needed for each course, and the complexity of each course's administrative tasks, rather than the number of students per course. As program/course offerings increase, so does the workload for the position. Overall, copyright and course administration workload for FB graduate courses is shared equally between the department's Course Administrator positions.

FB's graduate programs/courses (e.g., MBA, DBA, LMD) are currently offered in several course periods per year (5-9), with multiple courses per offering within each program. Production and deployment of courses within each offering occur over several months, requiring the incumbent to work simultaneously on multiple course offerings, each at different points in the overall production process. Excellent organizational skills, close attention to detail, excellent accuracy and proofreading skills, and the ability to work effectively, efficiently, and collaboratively on multiple course runs are **critical**.

As new programs and courses are offered and revised, the individual must learn about each course's components and requirements and keep abreast of any changes to any course that impact their work on that course, as part of their portfolio of courses.

The incumbent is expected to prioritize and manage their workload based on established course/course activity schedules, as well as course production/deployment schedules and processes.

Technologies used, either part of or supplementary to the online learning environment or as required for AU and FB systems and processes, continually grow and change. The incumbent must be comfortable working with and learning new technologies.

Authority

The incumbent is expected to work independently with little day-to-day direction from management. They are expected to plan, prioritize, and manage their work.

Contacts and communications

The incumbent works with the SMCDP, LD&Es, core faculty, Course Development & Production team members, and FB's Graduate Enrolment Advisors, IT, Helpdesk, and Finance staff. The incumbent also works with other AU departments (e.g., Library Services, AU Materials Management, AU Purchasing), along with external stakeholders and suppliers (e.g., publishers, materials suppliers, logistics/shipping suppliers). Dealing with other outside contracted agencies for services may also be required.

Excellence in verbal and written communication is an important aspect of the position, enabling effective coordination of various course production, deployment, and delivery tasks. At times, this communication may involve renegotiating scheduled activities, ensuring that certain activities are completed before moving to the next step of production (e.g., confirmation of small student group lists, Digital Reading Room input), or identifying copyright issues and recommending how to handle them. Direct communication with students (e.g., relating to courseware and materials distribution) requires excellent customer service and problem-solving skills.

The incumbent also works closely with copyright holders to negotiate and purchase various copyright permissions. This includes negotiating special permissions that copyright holders may not traditionally grant but may consider given the uniqueness of our online education delivery methods.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

EDUCATION AND EXPERIENCE

Incumbents should have two years of post-secondary education (preferably in administration, business skills, or education) and have three or more years' experience working in an educational setting (or a combination of education and experience) in an administrative capacity.

Preference will be given to a candidate with a background in online education, with experience using collaborative productivity tools (e.g., Microsoft 365) , with knowledge of copyright law and intellectual property practices, and with strong technology skills and aptitude.

SKILLS REQUIRED

1. Excellent general administrative skills (e.g., administrative procedures; record keeping/database maintenance and management; light bookkeeping/cost recording; purchasing)
2. Proven strong computer skills (e.g., must be highly proficient in standard business/productivity software such as Microsoft 365 platform tools, Internet research, Adobe systems software) and with a strong aptitude for technology.
3. Strong organizational and time management skills (e.g., self-motivation, ability to organize personal work priorities, proactivity, efficiency, scheduling).
4. Proven ability to work independently and as part of a team.
5. Must have a strong comfort level and adeptness with using and learning different technologies.
6. Excellent written, oral, and interpersonal communication skills, and highly proficient in business correspondence.
7. Proven customer service skills and orientation. Must have a strong level of experience in dealing directly with customers/stakeholders and resolving issues effectively and efficiently.
8. Strong problem-solving skills (ability to analyse data and information effectively).
9. Strong proofreading skills (must have a strong working knowledge of grammar and spelling)
10. Excellent research skills (e.g., Internet, Library, databases).
11. Proven accuracy and detail-oriented skills.

Signatures for sections I and II

Department Head signature	<i>Richard Dixon</i>	Date Select a date. April 29, 2026
Executive Officer signature	<i>LCH</i>	Date Select a date. May 4, 2026
Human Resources review	<i>Hanna Barre</i>	Date Select a date. May 6, 2026