11eg Gynhadledd Dysgu ac Addysgu

11th Annual Learning and Teaching Conference

4-6 Gorffennaf 2023 | 4-6 July 2023

Josephine Kinsley – Solutions Engineer

Blackboard

As a Solutions Engineer based in Edinburgh in the UK, Josephine's role is to support current and prospective clients in their successful adoption of the Blackboard products.

Josephine has over 17 years’ experience in educational technology. Before joining Blackboard she previously worked with Blackboard products for over 15 years in various roles at both The University of Edinburgh and Queen Margaret University. Starting in first line support, providing training and support to staff and students, she progressed onto second line support, managing relationships with suppliers to resolve issues. This led Josephine into service management, and onto managing the team that provided the learning technology services for the University. This has given her an understanding of the considerations in running the Blackboard Learn service from both the user and institution perspective.



