

# JOB DESCRIPTION



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**Position Title:** Learning Management System Manager

**Division:** Academics

**Employment Category:** Exempt

**Primary Location:** Downtown Center

**FLSA Classification:** Exempt

**Remote work Eligible:** No

**Parameters:** Full-time; 12 months/year

**Pay Grade:** EX10

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**Position Summary:** The Learning Management System (LMS) Manager supports the college's mission by ensuring the college's learning management system and related instructional technologies are functional and available for students and faculty to engage in teaching and learning activities. This position is responsible for managing the LMS as well as related applications and data integration with other systems, supervising department staff, and for providing customer support to students and employees, providing quality assurance for LMS functions, and for developing and presenting faculty training.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Serves as primary administrator for the learning management system, providing primary backend administration of the LMS and related instructional technologies in partnership with technology services; trains instructional faculty and staff in the development and use of online and related applications; provides technical and logistical support to students and employees using the LMS and related services

Provides primary support of data integrity, accuracy, and integration stability for the LMS and related systems; researches and resolves LMS and related systems functionality issues, ensures software upgrades are tested and scheduled to minimally impact student learning yet ensure systems are up to date

Provides strategic leadership in the implementation and support of LMS solutions across the institution, which includes working directly with vendors, Academic Affairs staff, and college faculty and students, to ensure quality of learning, reporting, and compliance

Provides technical guidance and advice on issues involving the user interface, browsers, hardware, and supporting software related to the LMS and related applications; reviews and recommends updates related to systems sourcing, upgrades, and policies related to the LMS

Provides both routine and ad hoc reports to administration concerning the status of online programs and suggestions for improvements; provides faculty and student support for software issues; provides the first point of contact for faculty concerns; acts as the liaison between faculty and administration in resolving disputes, provides technical support and advice for affiliated organizations like the Center for Lifelong Learning and Adult Education in their online training courses

Proactively determines and supports faculty training needs, and assesses training outcomes to aid evidence-based decision making

Supervises assigned staff including evaluating performance, establishing goals, supporting professional development, and making recommendations on employment status. Manages workload of staff to routinely identify, assess, and plan for events that could impact the LMS

Performs other related duties as assigned

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**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Bachelor's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Three years related professional, full-time experience, preferably experience analyzing, installing, programming, and supporting LMS and/or computer systems

*An equivalent combination of education and/or experience from which comparable knowledge, skills, and abilities have been achieved may be considered.*

**Knowledge, Skills, and Abilities:**

Knowledge of and ability to follow college policies and procedures

Working knowledge of research-based adult learning principles and content area applications

Knowledge of trends, developments, and new technologies affecting adult education

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, and LMS, preferably Moodle

Skill in using and troubleshooting LMS and online technologies

Skill in using specialized software for web conferencing, online tutoring, and course management

Skill in utilizing customer service techniques when responding to requests and/or complaints

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with attention to detail

Ability to work independently while contributing to the team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

**Work Environment:** Work is primarily performed under limited supervision in an office setting with appropriate climate control. Travel, early morning, evening, and weekend work may be required.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally, and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports To:** Dean of Academic Affairs

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.