

JOB DESCRIPTION



Position Title: Learning Management System Technician [P000970]

Department: Academic Affairs

Employment Category: Non-Exempt Staff

Primary Location: District-wide
Based at the Downtown Center

FLSA Classification: Non-Exempt
Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE04

Position Summary: The Learning Management System (LMS) Technician is responsible for providing support to faculty, students, and staff using the learning management system and assisting with other department projects as needed.

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:

Provides high quality customer service and technical support to faculty, students and staff, responding to in-person, phone, email, and online inquiries as needed, and for developing and presenting faculty training in coordination with department staff

Assists in the 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

Assists in the management of the LMS system, including copying content from previous course shells to new course shells from one semester to the next and merging duplicate user accounts

Assists instructors in the preparation and use of basic system functionality, including attendance, quizzes, grade books, textbook publisher plugins and related LMS tools

Assists students with inquiries regarding the use of the LMS, such as submitting an assignment, Turnitin, quizzes, discussion boards, and lessons

Creates written and video instructions and tutorials for all system users

Performs other related duties as assigned

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:

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

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Two years related experience

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

Preferred Qualifications:

Prior LMS administration experience

Knowledge, Skills, and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of research-based adult learning principles and content area applications

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Google Apps applications

Skill in using and troubleshooting 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

Skill in writing instructions and training materials

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 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: Learning Management System Manager

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.