



JOB TITLE: LEARNING MANAGEMENT SYSTEM SPECIALIST

Classification: Classified
Salary Range: 41

Retirement Type: PERS*
Board Approved: December 17, 2018

BASIC FUNCTION:

The Learning Management System (LMS) Specialist is responsible for system design, online optimization, technical management, and day-to-day support of the District's learning management system. The LMS Specialist provides user support in the investigation, analysis, and resolution of technical problems and develops effective work-around solutions for various technological issues to ensure continuous online course delivery. The LMS Specialist reports to the Director of Library Learning Resources or assigned designee.

REPRESENTATIVE DUTIES:

Oversee the day-to-day operation of the District's learning management system. Monitor system performance, utilization, and system configurations to ensure uninterrupted operations and proper access for end users.

Identify, diagnose, and resolve technical problems related to the learning management system, including error messages, login difficulties, integration problems, and other system issues affecting end users. Provide support via phone, email, and/or in-person. Implement effective and highly responsive remediation efforts and/or work-around solutions. Escalate advanced technical issues to proper authorities and follow up on forwarded cases to full resolution.

Create new course shells and maintain existing shells to ensure proper functionality, user accounts, access, roles, and user privileges.

Collaborate with faculty to support a distance education experience for students that is user-friendly, effective, and seamless. Analyze user needs in relation to current learning management system functionality to determine system specifications required. Provide any necessary technical assistance to help instructors meet their course design goals.

Support the Distance Education Faculty Coordinator to review faculty documentation to ensure adherence to distance education teaching qualifications. Works with the Distance Education Faculty Coordinator to determine if online teaching certification waivers are applicable based on an established rubric.

Collaborate with ITS and/or the software vendor to plan, test, implement, and support system design changes, modifications, and updates for existing and new learning management systems. Coordinate learning management system integrations with external systems.

Develop and post up-to-date documentation and resource guides for end users on operational procedures, changes, and policies.

Maintain currency in new developments and technologies in learning management system enhancements and software. Network with professional counterparts to stay informed of new technologies. Make recommendations to management regarding technology changes based on developments in field and operational needs.

Serve on appropriate internal and external committees, task forces, etc. as required.

Conduct hands-on training seminars. May serve as a back-up trainer for other related workshops or serve as a proctor for open lab sessions.

Perform other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

Bachelor's degree in instructional design and technology, education media design, or other related field and at least three years of directly related experience.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Knowledge of LMS and instructional courseware used in online classes.

Knowledge of current technology and learning principles used in distance education.

Knowledge of operating systems, application design, and system analysis.

Knowledge of universal web design concepts for faculty and students with disabilities.

Abilities/Skills:

Able to configure an LMS to support online, hybrid, and blended instruction.

Able to exercise discretion and independent judgment within scope of delegated authority.

Able and willingness to work independently, with limited supervision.

Able to take initiative in providing technical support and high levels of customer service.

Able to research and resolve technical problems.

Able to establish and maintain cooperative and effective working relationships with others.

Able to interpret, apply, and explain rules, regulations, policies, and procedures with tact.

Skilled at communicating, verbally and in writing, technical information in terms understandable to non-technical end users.

Skilled at analyzing and troubleshooting software and hardware user problems.

Skilled at training others on how to use technical software.

WORKING CONDITIONS:

Office setting with extensive computer work.

Long periods of sitting and viewing detailed information on a computer monitor.

May require work on weekends, holidays, and/or evenings to ensure course delivery, particularly at peak academic periods during the semester.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.