*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Provides support in the day to day administration of the Learning Management System (LMS) by coordinating all aspects of the delivery of online classes, performing skilled and technical duties, and providing training in the use of online technology.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification

1. Performs a variety of technical duties to support the day-to-day administration of the Learning Management System (LMS) including user account and course shell creation; maintains and upgrades server software; monitors and troubleshoots integration of data from one system to another.

2. Works with technical support staff of vendors and technology services to facilitate smooth operation of the LMS.

3. Designs, duplicates, converts, and produces media in a variety of delivery formats.

4. Provides training sessions on the utilization of course management-related software and distance education technologies.

5. Provides information to faculty regarding online software and coordinates the delivery of online course content.

6. Provides technical support for students and staff having difficulty using distance education technologies.

7. Maintains a knowledge base of new and emerging technologies that affect distance education related technologies.

8. Stays current with advances in technology and relevant technology changes.

9. Provides LMS support training to faculty, staff, and students.

10. Performs other duties related to the primary job duties.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Mathematical Facility

- Performs operations involving counting, adding, subtracting, multiplication and division
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem solving
- Recognize approaches and algorithms for finding real world computational solutions**
- Computes and interprets descriptive statistics**

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**
- Works within the bounds and limits of what is permissible

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations
- Possess recognized expertise outside of the organization**

Self-Management

- Follows through on instructions and assignments
- Self-directed and self- monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

**Lead, Advanced or Senior Level Positions

Education and Experience Guidelines

Education/Training:

A Bachelor's degree from an accredited college or university with major coursework in computer science, instructional technology, or a related field.

Experience:

Two (2) years of experience providing system administration and/or end-user support consisting of responsibility for software, application support, and end-user training   providing technology related training in small and/or large group settings.

Equivalency Provision:

In the absence of a Bachelor's degree from an accredited college or university with major coursework in computer science, instructional technology, or a related field, an Associate's degree from an accredited college or university with major coursework in computer science, instructional technology, or a related field and four (4) years of experience providing system administration and/or end-user support consisting of responsibility for software, application support, and end-user training providing technology related training in small and/or large group settings is qualifying.

In the absence of an Associate's degree from an accredited college or university with major coursework in computer science, instructional technology, or a related field, completion of high school or the equivalent and six (6) years of experience providing system administration and/or end-user support consisting of responsibility for software, application support, and end-user training providing technology related training in small and/or large group settings is qualifying.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting, with some travel from site to site.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.