SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ONLINE INSTRUCTIONAL SYSTEMS SPECIALIST

SUMMARY DESCRIPTION

Under direction of the Dean, Instructional Support Services, administer the use of the District's Learning Management System (LMS); configure, monitor, and maintain the LMS and related software and tools; provide technical support and training to faculty, staff, and students in the use of the District's LMS and related software and tools; assist faculty in the technical development and maintenance of online courses and materials; participate in planning, data gathering and analysis, and report writing to support online learning goals and improvement.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1.   Operate, configure, monitor, and maintain the District's Learning Management System and related software and tools as well as their integration with other District systems. *E*

2.   Serve as the primary liaison with Institutional Technology and the District's LMS provider; provide support, troubleshoot, and resolve technical issues; escalate issues to the LMS provider when appropriate. *E*

3.   Monitor LMS production releases; provide recommendations for adoption, integration, and/or deployment; provide updates to faculty, staff, and students. *E*

4.   Monitor, assess, and report on system analytics; identify areas needing attention or changes; propose and test solutions. *E*

5.   Receive, record, and resolve faculty, staff, and student requests and concerns regarding the LMS and related software and tools. *E*

6.   Provide online learning support and resources to faculty and students via phone, email, office visits, and work ticket systems. *E*

7.   Assist faculty in the technical development and maintenance of their online courses and materials. *E*

8.   Provide hands-on training support for faculty, staff, and students in the use of the LMS and related software and tools. *E*

9.   Utilize project management systems and work ticket systems to monitor, update, and report on the status of ongoing projects and workload. *E*

10.   Maintain up-to-date, complete, and reliable records including technical support records and written documentation of procedures and practices. *E*

11.   Serve on appropriate District technology committees, as needed.

12.   Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:
Operation, maintenance, and administration of learning management systems.
Procedures and policies related to receiving, recording, and resolving faculty and student work requests.

Online learning concepts, theory, practices, and standards.

SQL or MySQL or related database retrieval and reporting language.

Application programming interface (API) and single sign-on (SSO) conventions.

Internet scripting and coding languages such as HTML.

Network operations and technology.

Principles, practices, and technologies of computer operations, programming, and systems analysis.

Principles and practices utilized in creating engaging and accessible multimedia content using current media production tools.

Pertinent state, federal, and program policies, rules, and regulations including FERPA, copyright, Section 508 accessibility requirements, and accreditation standards.

Office procedures, methods, and equipment including computers and applicable software applications; office productivity tools including word processing, data management, presentation, and project management tools.

Ability to:

Configure, customize, monitor, and maintain learning management systems and related software and technologies.

Monitor, track, and resolve LMS and instructional technology related support issues.

Create programming scripts to enhance the LMS.

Research, test, and recommend appropriate uses of technology for online learning.

Learn relevant new technologies and theories as they evolve.

Work effectively with faculty and staff who have a variety of technological skill levels and personalities.

Provide a customer-oriented approach when working with faculty, staff, and students.

Work in an atmosphere of collegial decision-making, demonstrating consensus-building skills and collaborating with faculty, administrator, classified professionals, and students.

Utilize a wide range of digital media tools and web development tools to accomplish assigned tasks.

Analyze data, present clear and comprehensive reports, and prepare and maintain a variety of records and files.

Consistently meet deadlines while handling multiple simultaneous projects, applying strong project management skills and attention to detail in assigned work.

Maintain currency in educational technology, computer programs/software, web design, graphic design, and related tools.

Work independently with little direction or as part of a team.

Use strong critical thinking and analytical skills.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college level training in computer science, information technology, or a related field and three years of experience that includes operating, maintaining, and administering large and complex LMS systems and experience installing, configuring, and maintaining instructional systems and technology.

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 smart classrooms, computer labs, library, and in standard office settings with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in office, classroom, and computer lab settings; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; 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.

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