

LEARNING SYSTEMS ANALYST

BASIC FUNCTION

Administers the District's approved learning management system (LMS), content management system (CMS), and other District-wide instructional technologies used for teaching, learning, assessment, and accreditation to deliver services and support to District users; assists, trains, and supports LMS, CMS, and instructional technology users to provide a wide-range of services in an online environment; develops, creates, promotes, services, and delivers training, support, and informational materials via a variety of media; configures, customizes, and maintains the courses, user profiles, and servers of a variety of learning systems within the District and is responsible for the functionality, security, and stability of those systems.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for providing technical support to the District's LMS and CMS. Incumbents regularly work on tasks which are varied and complex, requiring discretion, tact, and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective LMS and CMS services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Oversees and maintains the virtual servers for the LMS, CMS, and other instructional technologies including updates, patches, and routine maintenance; monitors the servers for access, operability, and functionality; resolves issues and/or submits requests to other resources as needed.
2. Sets up and maintains LMS course shells; creates course shells and course back-ups and monitors for operational and licensing status; restores, migrates, and resets course content; ensures requested content is in place; maintains all user information in the LMS database; sends sensitive, emergency maintenance, and semester-based notifications.
3. Conducts training and workshops for users providing academic instruction, student services, or other resources online using the LMS, CMS, and other District supported instructional technologies; prepares training materials and content; markets and facilitates training sessions.
4. Reviews assigned work orders related to LMS/CMS functionality and connectivity problems, as well as the needs of students and faculty; assists students with specific problems that have been escalated via the help desk student services portal.
5. Provides technical assistance to users by troubleshooting problems they may be experiencing with the LMS, CMS, or other District supported instructional technologies; interviews faculty,

- researches the problem, and replicates and resolves issues.
6. Develops promotional marketing media related to the department; researches new design techniques to increase knowledge and ability to adapt to use new design tools and techniques.
 7. Produces video content for distance education to support the development of training curriculum, tutorials, promotional marketing, and other distance education media needs.
 8. Collaborates with District network professionals to ensure department provided software, including third-party District licensed software, is available for users.
 9. Designs, prepares, and updates materials related to the LMS, CMS, and other District supported instructional technologies.
 10. Represents distance education and the needs of LMS, CMS, and instructional technology users on District committees and projects that involve or result in the integration, testing, and migration of content with third-party applications.
 11. Maintains relationships with vendors and customer service representatives for the LMS, CMS, and other District supported instructional technologies.
 12. Participates in District-provided in-service training programs.
 13. Performs other related duties as assigned; specific duties not listed does not exclude them from this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Concepts, theories, and principles of distance learning.
2. Operations, services, and activities of a comprehensive LMS/CMS program.
3. LMS courseware and related hardware and software.
4. Methods and techniques of troubleshooting, diagnosing, and resolving LMS issues.
5. Methods and techniques of maintaining LMS virtual servers.
6. Methods and techniques of setting up and creating LMS course shells.
7. LMS training principles and practices.
8. Methods and techniques of developing video content for LMS purposes.
9. Various programming languages.
10. Web-based systems.
11. Systems administration.
12. Video development, production, and distribution methods.
13. Basic knowledge of the connection/relationships across multiple technology services and operations.
14. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.

Ability to:

1. Perform a variety of specialized and technical duties in support of the District's LMS and CMS systems.
2. Elicit information from client users to conduct diagnostic procedures and take appropriate action.
3. Work collaboratively with users and create ad-hoc reports from LMS/CMS reporting services.
4. Maintain and monitor LMS virtual servers for operability and reliability.
5. Apply industry practices, standards, and District or departmental policies.
6. Troubleshoot, diagnose, and resolve LMS/CMS and other instructional technology issues.
7. Use applications to build workflows and track processes and procedures.
8. Develop course materials and conduct LMS training.

9. Design and develop promotional materials for the LMS program.
10. Develop, edit, and produce video content.
11. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
12. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
13. Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
14. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
15. Communicate effectively in the course of performing work tasks.

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

17. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.

18. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

A bachelor's degree in computer science, education, instructional technology, or a closely related field and two (2) years of experience in LMS administration and technical support; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.