



Job Description

Job Title: LMS Specialist		Position Number:	
Division/Department: IT/CLT		Location: IT	
Reports to: Lead Specialist CLT		Position Number:	
Position Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Student Worker		FLSA Status: <input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
Hours worked Per Week: Approximately 40			

POSITION SUMMARY: The Learning Management System Specialist is responsible for building course content in the LMS and configuring all user accounts and settings within the LMS. This position ensures that all course shells are created and all enrollments have been added to each course in the LMS. Should issues arise during this process or other areas of the administrator side of the LMS, this position is expected to trouble shoot for solutions while collaborating with the Lead Specialist and other stakeholders until resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Build new courses in LMS using content provided by Curriculum Services.
- Update revised and rewritten content for existing courses in the current LMS.
- Provide maintenance for existing courses as needed and assigned by the Lead Specialist.
- Review, organize, and format course material before material is uploaded to LMS.
- Assist with and/or facilitate online and on ground trainings for instructors as directed by Lead Specialist.
- Assist with course design in the LMS
- Collaborate with the Lead Specialist on projects and procedures as needed.
- Administer, maintain, and support the LMS.
- Work closely with various departments to ensure that course shells and enrollments are current in the LMS.
- Provide courteous and responsive service in a timely manner.
- Troubleshoot problems with applications and processes for users, faculty, and staff.
- Be proactive with noticing potential issues within the LMS and provide solutions.
- Stay current on LMS updates and report any impact for the users to the Lead Specialist.
- Maintains knowledge and understanding of current web browsers.
- Provide LMS support to instructors as needed.
- Host and provide support for online meetings for instructions as needed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree (B.A.) or equivalent; or six months to one year related experience and/or training; or equivalent combination of education and experience. Prefer experience in web site creation, the use of html and other web languages, and experience in learning and adapting online technologies. Experience working with customers in a setting where customer service and customer support was a high priority.

COMPUTER SKILLS:

Microsoft Office, Data Entry, Ability to research online resources for information regarding LMS updates and the implementation of new features as a result of LMS updates, Telecommunication Applications.

PHYSICAL DEMANDS:

The physical demands described here 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 functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.