

## VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: COURSE MANAGEMENT SYSTEM ADMINISTRATOR**

**FLSA STATUS: NONEXEMPT**

**BASIC FUNCTION:**

Under the direction of an area administrator, design, install, maintain, manage, operate, and repair the Course Management System (CMS), and database system, including software systems, implementing security, and data warehousing; monitor database system operations and apply fixes and patches to address database system problems as required; and in coordination with technical personnel, coordinate, develop, operate and maintain CMS web services; provide support for faculty and staff for instructional and/or administrative uses of web services; train faculty and staff in information posting techniques; for the District's instructional and administrative purposes. This includes providing technical training to and serving as a technical resource for District staff and Faculty. Provide work direction to student and other temporary workers. Train and supervise assigned personnel; and perform other related work as assigned.

**REPRESENTATIVE DUTIES:**

Design, develop, operate, install, configure, manage, and maintain the District's Course Management System (CMS) web applications, using the District's standard tools, methods, in consultation with technical personnel and other appropriate parties; on an ASP platform for instructional and administrative purposes. *E*

Perform advanced/in-depth application troubleshooting and diagnostics as required; coordinate the repair and maintenance of all instructional and administrative CMS applications and services. *E*

Coordinate the installation of upgrades to existing software and integrating new software when appropriate into the CMS. *E*

Coordinate technology upgrades and implementations with area administrators, department chairs and other technical personnel. *E*

Assist the area administrator with the long-range planning, research and purchase of CSM related equipment and software. *E*

Work with department chairs and other faculty and staff to develop, maintain and update course management tools and to understand needs for the development of instructional tools that are developed. *E*

Develop and/or write programs to deliver instructional, student support and administrative services, including but not limited to assisting with the implementation of online student learning and student support services applications. *E*

## **Course Management System Administrator- Continued**

Develop database oriented information delivery mechanisms to support posting material on the course management system, develop style guidelines for graphics and logos, color schemes and backgrounds; develop templates for use by faculty, that can easily import their desired course content without compromising their content area expertise; assure that all accessibility standards for the disabled are met. *E*

Provide interfaces between course management systems and other computer-based information services. *E*

Provide technical assistance services to District CMS and database system to end users. *E*

Analyze and conduct operational efficiency studies on software used for CMS to meet requirements for new and/or modified applications and/or needs, recommending improvements to District administration. *E*

Maintain system Software and interface configurations associated with District CMS and update system security and client access as required. *E*

Serve as technical resource and support for instructional lab staff, faculty and students on the software used by the CMS network; demonstrate and train the faculty, staff, and students with the CMS use and materials; provide work direction to student and other temporary workers. *E*

Operate a variety of computer and office equipment, including but not limited to microcomputers, peripherals, printers, communications equipment, and scanners. *E*

Prepare and present reports as necessary. Perform data extractions and prepare reports as required. Develop and maintain system specific documentation; including system management procedures. Prepare and maintain a variety of other documentation related to CMS network activities. *E*

Perform related duties as assigned. *E*

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

Online classroom software/environments including Blackboard, WebCT, and Moodle.

Server-side programming/scripting, including PERL, Common Gateway Interface (CGI), PHP Hypertext Preprocessor, Java Server Pages (JSP), and C/C++

Markup language including Hypertext Markup Language (HTML), Cascading Style Sheets (CSS) and Extensible Markup Language (XML).

Client-side programming/scripting including JavaScript, Java Applets, VBScript.

Development software such as Photoshop, StudioMX and Flash, and graphics creation tools for Web graphics, multimedia, publishing animation, streaming video and audio methods and videoconferencing.

Internet Browsers including Microsoft Internet Explorer, Mozilla Firefox, Opera, and Safari.

## Course Management System Administrator- Continued

Advanced knowledge of networked computer systems, PC/LAN/WAN/SAN.  
Advanced knowledge of networked computer operating systems including, but not limited, to UNIX/LINUX, Windows, and Novell.  
Operation and proper use of a variety of equipment, hardware and software used in the CMS system and Web servers in a multi-platform environment.  
Web server administration including Apache, Sendmail/Postfix.  
UNIX shell scripts.  
Determining system requirements and cost estimates for CMS software and equipment.  
System backup methods.  
System requirements analysis and documentation.  
Current knowledge of technological advances in the field.  
Automated work flow models.  
Data processing, report production and technical documentation.  
Database implementation and technical support.  
Database problem identification and problem solving.  
Oracle RDBMS and Structured Query Language (SQL), as well as other database systems including Relational Database Management Systems (RDBMS).  
Indexing and search methodologies, compression and encryption standards.  
Relational database design, development and administration methods.  
Proper methods of inventorying and storing equipment, materials and supplies.  
District organization, operations, policies and procedures.  
District's standard tools, methods and processes.  
Proper lifting techniques.  
Interpersonal skills using tact, patience and courtesy.

### **ABILITY TO:**

Administer and document CMS relational database operations and data processing systems, identify and isolate database system problems, and implement solutions.  
Communicate clearly and concisely, both orally and in writing.  
Configure, manage and maintain UNIX systems in a LAN/WAN environment.  
Design, develop, operate and maintain the District's CMS internet and intranet web sites.  
Develop and/or write programs to deliver instructional, student support and administrative services.  
Develop database oriented information delivery mechanisms to support posting material on the web.  
Develop style guidelines for graphics and logos, color schemes and backgrounds.  
Develop templates for use by faculty.  
Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.  
Establish and maintain cooperative working relationships with professional contacts.  
Establish, maintain and document internal database administration procedures in compliance with organization directives.  
Evaluate, recommend, install hardware, web server and related software.  
Follow oral and written directions.  
Handle multiple assignments simultaneously and set priorities based on internal customer needs.

## **Course Management System Administrator- Continued**

Install, coordinate and maintain a networked computer environment to support instructional and administrative objectives.

Install, operate and properly use a variety of equipment, hardware and software used in the LAN/WAN/SAN system environment.

Install, troubleshoot, and assist in the maintenance of hardware for CMS environments.

Maintain current knowledge of technological advances in the field.

Maintain documentation and records.

Meet schedules and timelines.

Operate a variety of technical equipment and tools related to computers and auxiliary equipment (printers and peripheral equipment), file servers, various software applications, and software/hardware diagnostics programs and/or equipment.

Perform proper network directory backups.

Plan and organize work.

Prepare and present reports as necessary.

Provide technical assistance and training to computer systems users.

Read, interpret and apply detailed and technical written and oral instructions.

Respond to user requests for assistance and malfunction corrections and provide technical support.

Troubleshoot problems with the CMS web server hardware and software.

Work effectively as a team member.

Work independently with little direction.

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate's degree in computer science or computer information systems and three (3) years experience in CMS site development and maintenance. Relational database systems administration experience, preferably with Oracle in a college or university setting.

### **WORKING ENVIRONMENT AND PHYSICAL DEMANDS:**

#### ***Disclosure:***

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. 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.

#### ***Normal Office Environment:***

While performing the duties of this job the employee is regularly required to walk, stand, and sit for extended periods of time; speak and hear to communicate with internal and external personnel; use hands and digits to type or handle materials; bend at the waist, kneel or crouch to work on computer equipment; and view a computer monitor for extended periods of time. The employee is occasionally required to lift 25 pounds, carry,

## **Course Management System Administrator- Continued**

push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet.