



## **COURSE MANAGEMENT SYSTEM ADMINISTRATOR**

### **DEFINITION**

Under direction, develops, operates, and maintains the District's Course Management System (CMS); provides training and support to faculty for instructional uses; provides direct assistance to faculty in maintaining Americans with Disabilities Act (ADA) compliance in Distance Education (DE) courses; assists with the implementation of system security and data warehousing; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Dean, Instruction. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This classification is responsible for performing specialized tasks in the development of the District's master CMS. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned tasks within the department. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Administers and maintains the District's CMS including system upgrades, software and interface configurations, security, and client access; installs course cartridges and publisher materials; and coordinates course migration between course systems.
- Operates, installs, configures, manages, and assists in maintenance the District's CMS web applications, using the District's standard tools, methods, in consultation with technical personnel.
- Assists in performing application troubleshooting; coordinates the repair and maintenance of instructional and administrative CMS applications and services.
- Coordinates technology upgrades and implementations with area administrators, the Distance Education Advisory Committee (DEAC), and technical personnel.
- Provides training and support to faculty for instructional uses; trains faculty in information posting and course design techniques; provides technical training to, and serves as technical resource for, District faculty and staff; offers direct assistance to faculty in maintaining ADA compliant Distance Education (DE) courses.
- Develops database-oriented information delivery mechanisms to support posting material on the course management system.
- Assists DEAC and staff in developing, maintaining, and updating course management tools, and in evaluating the needs and demands for instructional tool development.
- Provides direct assistance to faculty in maintaining ADA compliant Distance Education courses; assists students in mitigating CMS technical issues.
- Serves as technical resource and support for instructional lab staff, faculty and students on the software used by the CMS network.

- Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties, as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- 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.
- Operational characteristics of CMS systems and methods of identifying performance issues.
- A diverse range of software, applications, and internet browsers.
- Multimedia, publishing animation, streaming video and audio methods and videoconferencing.
- Diagnostic tools and protocols for troubleshooting system or application issues.
- Operational characteristics of network systems and data storage.
- Software system requirements analysis and documentation.
- Automated workflow models.
- Data processing, report production and technical documentation methods.
- Indexing and search methodologies.
- District and mandated safety rules, regulations, and protocols
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Administer and document CMS operations and systems.
- Troubleshoot, identify, and isolate system problems, and implement solutions.
- Establish, maintain, and document course management system administration procedures in compliance with organizational directives.
- Evaluate and recommend hardware, web server and related software.
- Coordinate learning management system environment which supports instructional and administrative objectives.
- Install, troubleshoot, and assist in the maintenance of hardware for CMS environments.
- Maintain documentation and records.
- Perform proper network directory backups.
- Prepare administrative and technical reports and business correspondence.
- Provide technical assistance and training to learning management systems users.
- Read, interpret, and apply detailed technical documentation.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing.

- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

- Equivalent to an associate degree in computer science or computer information systems, or a related field.

Experience:

- Three (3) years of experience in CMS systems administration, troubleshooting, and maintenance.

**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 is primarily a sedentary office classification although 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. Positions 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.

**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.