Learning Management Systems Administrator

Salary Level: CCP 16 (subject to Willis)  Date Approved/Revised: 3/11/21

Position Purpose
The Learning Management Systems (LMS) Administrator advances the remote learning experience by expanding features and supporting functionality of the LMS (Learning Management System) and associated integrations. Works collaboratively with the Office of Teaching and Learning staff and internal partners including Instructional Design Technology Coordinators (IDTC), Academic Information Technology, IT and other departments. Assist campuses, departments, and offices across the College in utilization of the LMS and serves as the primary contact for technical issues. Serve as the primary technical investigator for Academic Affairs digital learning initiatives that align with the CSCC Strategic Plan as well as those corresponding with the Division of Academic Operations. This person also works closely with the Director of Educational Technology & Curricular Innovation on developing state-wide professional development training and standards for faculty and staff in regard to the Learning Management System.

Supervisory and Other Relationships
The LMS Administrator works under the direction of a Dean, Director or other administrator. The LMS Administrator has a functional collaboration with Connecticut State Colleges and Universities (CSCU Senior Information Systems Development Managers).

Major Accountabilities
The LMS administrator is accountable for supporting learning opportunities for the campus’ faculty and students through effective performance of the college’s Learning Management System.

Essential Duties and Accountabilities
The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

**Ensure the effective performance of the CSCC Learning Management System**
The LMS Administrator is accountable for supporting the growth, development, and technical maintenance of the college’s learning management system. The LMS is a vital component of the educational experience and includes online (ONLN), Live Remote (LRON), Hybrid (HYBR), HyFlex (FLEX), and web enhanced delivery modes of instruction. This accountability includes such essential tasks as:

- Complete LMS related requests to assist faculty in course creation, management, and operation.
- Lead investigator on technical or operational issues with the LMS across all campuses and in collaboration with Connecticut State Colleges and Universities (CSCU Senior Information Systems Development Managers).
• Collaborate with the CSCU Senior Systems Development Manager and IT LMS administrator to operate, maintain, and develop connectivity and integration with 3rd party systems (including all Building Blocks and Learning Tools Interoperability (LTI’s), Student Information System (SIS), Single Sign-On authentication, and other educational technology vendors.
• Provide training in face to face, virtual, and e-learning formats in collaboration with CSCC Teaching and Learning department.
• Work directly with internal providers (IT, Records, etc.) and external providers (Tier 1 Support, Vendor Support, etc.) to prioritize and conclude support needs and requests.
• Serve as the primary administrator for the LMS.
• Work with CSCU Senior Systems Development Manager and IT LMS administrator to non-production environments (including planning vendor lead refreshes)
• Utilize testing environments to verify functional integration of emerging technologies.
• Provide communications on latest releases to any software utilized through the Learning Management System.
• Document relevant processes and procedures to ensure security, functionality, and consistency of operation.

Administration support
The LMS Administrator is accountable for assisting the Executive Director of Scheduling & Dean of Online Programs and the Director of Educational Technology & Curricular Innovation with the effective and efficient management of the assigned operational area. This accountability includes such essential tasks as:

• Participate in the development, implementation, and ongoing review and revision of policies, standards, documentation, and processes to ensure on-line courses meet standards of excellence and consistency;
• Work as part of a team to provide planning, design and technical facilitation services for distance education activities. Assist and coordinate the daily operations of CSCC’s growing on-line program.

Professional Participation and Development
In addition to the accountabilities listed above, the position is required to carry out the essential duties of:

• Attendance and participation at convocation and commencement ceremonies;
• Service on assigned committees and task forces;
• Attendance and participation at committee, staff, informational and professional meetings.
• Attend conferences and maintain a commitment to CSCC overarching goals, including initiatives encouraging equity and diversity.

These may involve attendance at evening or weekend events, within contractual limitations.

The incumbent is expected to maintain currency in the position’s fields of professional expertise and competencies. The incumbent is required to maintain complete confidentiality of student records and other information of a confidential nature.

Qualifications
Incumbents are required to have demonstrated advanced knowledge and abilities in the following areas:

• Experience working as an administrator or super user on a Learning Management System (such as Blackboard, Canvas, Brightspace, etc.)
• Experience in Information Technology, Service Desk Support, or Systems Management;
• Familiarity with training methodology;
• Experience as Super User or Systems Administrator;
• Effective oral and written communication;
• Ability to work effectively with others;
• Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural and ethnic backgrounds of members of the College community, including those with disabilities;
• Ability to take initiative and work independently.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor’s degree in Instructional Technology or other appropriately related field together with one to four years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position’s essential duties.

**Work Environment**
Incumbents typically perform their work in offices. The work involves extensive use of personal computers, but does not, normally, involve any significant physical effort. Reasonable accommodation will be made for incumbents and candidates with physical limitations.