VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COURSE MANAGEMENT SYSTEM ADMINISTRATOR

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, assist in the installation, maintenance, management, operation, and offer assistance as needed in the repair of the Course Management System (CMS), and database system, including software systems, implementing security, and data warehousing; monitor database system operations; and in coordination with technical personnel, develop, operate and maintain CMS web services; provide training and support for faculty and staff for instructional and/or administrative uses of web services; train and assist faculty and staff in information posting techniques, including installation of course cartridges and publisher materials. Provide technical training to, and serve as a technical resource for District staff and Faculty. Offer direct assistance to faculty in maintaining ADA compliant distance education courses. Offer direct assistance to students in mitigating CMS technical issues. Perform other related work as assigned.

REPRESENTATIVE DUTIES:

Operate, install, configure, manage, and offer assistance as needed to 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; for instructional and administrative purposes. *E*

Assist in performing application troubleshooting 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, the Distance Education Advisory Committee (DEAC) and other technical personnel. *E*

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

Work with the Distance Education Advisory Committee (DEAC) 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*

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 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 such as Blackboard, Canvas, WebCT, and Moodle.
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, Google Chrome, and Safari.
Knowledge of networked computer systems, PC/LAN/WAN/SAN.
Knowledge of networked computer operating systems including, but not limited, to Windows, Outlook, Colleague and WebAdvisor.
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.
Determining system requirements and cost estimates for CMS software and equipment.
System backup methods related to the CMS.
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.
CMS problem identification and problem solving.
Indexing and search methodologies.
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 operations and systems, identify and isolate system problems, and implement solutions.
Communicate clearly and concisely, both orally and in writing.
Design, develop, operate and maintain the District's CMS internet and intranet web sites.
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 course management system administration procedures in compliance with organization directives.
Evaluate and recommend hardware, web server and related software.
Follow oral and written directions.
Handle multiple assignments simultaneously and set priorities based on internal customer needs.
Coordinate learning management system environment to support instructional and administrative objectives.
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, 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 learning management 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.
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 systems administration, troubleshooting, and maintenance.

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