Job Description

Concordia Online Education
Educational Delivery Systems

Assistant LMS Administrator
(Sunday through Thursday shift)

University Mission: Concordia is a Christian university preparing leaders for the transformation of society.

Unit or Department: Concordia Online Education (COEdu), Educational Delivery Systems

Unit/Department Mission: Concordia Educational Delivery Systems provides transformative learning solutions grounded in the traditional liberal arts academy which prepares leaders for pivotal, transformational change of communities and society.

Position Title: Assistant LMS Administrator

Summary of the Position (how the overall goal is reached): This position facilitates campus and departmental technology to support campus-based, blended and online teaching and learning courses and programs. The Assistant LMS Administrator will serve as a technician and administrator of the university learning management system (LMS), supporting department vision, working with college administrators, instructors, and students. Responsibilities include monitoring, responding to, and solving LMS admin related tickets, and other LMS administration related duties as needed. This position provides coaching, support and consultation to university faculty, instructional staff, and administration in the design and implementation of online learning systems and technologies.

Staff relationships:
Reports to: Director of Educational Technology
Supervises: N/A
Hired/appointed by: Vice President, COEdu

Exempt/non-exempt? Non-Exempt

Salary Level (1, 2, 3, 4, or program director): 2

ESSENTIAL RESPONSIBILITIES:

- Provide LMS help desk support (as needed), including swingshift, graveyard and weekend shifts
- Provide LMS administrator support
- Promote a professional work environment dedicated to responsive customer service and collegial teamwork
- Investigate and solve client data and LMS issues
• Collaborate with the university’s tech center employees to solve escalated LMS administration related tickets
• Work on faculty and staff support projects, programs and initiatives as assigned
• Maintain and update roadmaps and checklists for faculty to take advantage of learning management, online, and instructional systems
• Support department customer support ticket system by providing timely, accurate and complete responses, and generating reports as appropriate
• Create knowledge base training documents (wiki, tutorials, handbooks, training modules, etc.)
• Assist with faculty and staff training; serve as a resource for LMS Technicians
• Focus on detail, organization and meeting deadlines

MINIMUM REQUIREMENTS/QUALIFICATIONS:

• BA or BS preferred in instructional technology, instructional design, information technology, computer science or related areas, OR equivalent training and work experience, is required
• Help desk experience preferred
• Knowledge of Blackboard 9.1 environment or comparable LMS
• Advanced computer application skills
• Extensive experience with a learning management and/or content management systems
• Advanced system administration experience
• Expert with web design and development tools (i.e., Dreamweaver, Photoshop, Drupal, etc.)
• Analytic skills, excellent communication skills, both oral and written, are required
• Ability to simultaneously work on several small and medium-size projects
• Real experience in support of online courses is highly desired
• Ability to work independently in an agile, fast-paced matrix organization
• Able to work swingshift, graveyard and weekend shifts

Critical skills for this position:

   X  MS Office Suite
   X  Microsoft Outlook
   X  Graphic Design (Dreamweaver, Adobe CS)
   X  Remote Network Access/VPN
   X  Blackboard LMS
   X  Network Drives
   X  ZenDesk Ticket System
   X  Other: HTML/CSS, Javascript

Physical demands of the position:

   X  Repetitive motions sitting at keyboard
   X  Rising and sitting repeatedly
   X  Climbing stairs
   X  Walking indoors or outdoors
   X  Ability to lift _35_ pounds
   X  Ability to lift, pull, grasp, stoop and reach within an office environment
   X  Ability to sit for extended periods of time
   X  Ability to speak and hear

Assessment schedule: Position assessed during five week assessment cycles
Attitude and demeanor of all Concordia University employees:
As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University
2. Communicate effectively with warmth, sensitivity, and understanding when working with administrators, colleagues, teachers, students, faculty, college personnel and program associates
3. Work as a team member in a professional environment
4. Possess a "service attitude" (willingness to be flexible to meet the needs of the department)
5. Possess a professional physical appearance (appropriate clothing, personal hygiene, etc.)