RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: LEARNING MANAGEMENT SYSTEM SPECIALIST (RANGE 33)

BASIC FUNCTION:
Under the direction of an assigned supervisor, the Learning Management Systems (LMS) Specialist is responsible for supporting all activities in delivering effective cloud based online collaborative spaces as part of their work with the Learning Management System and content delivery system as well as supporting users throughout the district. The position creates, modifies and maintains the LMS and content system and ensures district staff has the necessary tools to support instructional objectives relating to online learning, professional development and other collaborative efforts throughout the district.

REPRESENTATIVE DUTIES:
Assist in developing LMS use across the district to utilize a cloud based community system, content system, and other systems/components as they become available, including developing course page layouts and design and digitization of analog media for editing and transfer to a digital medium. *E*

Understand programming language necessary to weave various SCORM objects, building blocks and interactive learning objects into a cohesive format and manage this content via the cloud based LMS and content system. *E*

Ability to work with Sharable Content Object Reference Material (SCORM) complaint course cartridges, building blocks and content and be able to manipulate various types of SCORM within the LMS and Content System. *E*

Interface with NIS personnel to obtain data, solve firewall and network issues and ensure that any NIS issues concerning effective use of the LMS and content system are quickly resolved. *E*

Facilitate the creation, design, and maintenance of cloud based online collaborative spaces using the LMS, Community and Content system. Provide highly responsive service to requests for cloud based online collaborative spaces that require maintenance from administrative staff and teachers. *E*

Work closely with LMS vendor-specific technical support teams who host the servers providing the LMS and content system and to resolve issues that arise. *E*

Assist with training faculty and staff as necessary on any component of the learning management system. Provide technical support for online course technologies. *E*

Work with faculty, staff or students to resolve problems with online lectures, multimedia content, posted documents, online testing or other components of online courses. *E*

Ensure timely/reliable setup of equipment to facilitate the highest quality educational experience. *E*

Research, test, recommend and implement solutions for effective online learning. Run reports and pull various performance data from the LMS to monitor system and user data. *E*

Provide LMS-related instruction and assistance to students and teachers. *E*

Schedule the use of the computer lab; prepare and maintain records and files related to student use, inventory and equipment maintenance.

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Cloud computing, Online course management systems and web 2.0 technologies.
Working knowledge of PC and Macintosh computers used by students, parents and teachers.
Interpersonal skills including tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:
Provide assistance to students in a computer lab setting or via video conferencing, telephone and other digital means of support.
Troubleshoot application and LMS-related software issues for users with PC and Mac operating systems.
Prioritize, set schedules and meet timelines for assigned service requests.
Recover lost files, convert data across multiple file formats and download software updates.
Instruct users on ways to avoid common problems related to online learning.
Operate a variety of computers and peripheral equipment, including video editing technologies.
Provide technical assistance in obtaining and implementing LMS-related software.
Set-up and program a variety of Learning Management System technologies.
Meet schedules and timelines.
Establish and maintain cooperative and effective working relationships with others.
Read, interpret, apply and explain rules, regulations, policies and procedures.

EDUCATION AND EXPERIENCE:
Associates degree in Computer Science, 3 to 5 years related experience or an equivalent combination of education and experience.

Requires a minimum of three (3) years experience in desktop and portable computing systems. Experience with Windows- and Mac-based productivity, internet browser and e-mail software is required.

Experience supporting a Learning Management System (Blackboard, Angel, etc.) is preferred.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Office and computer lab environments.
Classroom environment.

PHYSICAL ABILITIES:
Seeing to set-up, program and maintain equipment.
Dexterity of hands and fingers to operate equipment.
Hearing and speaking to exchange information.
Sitting or standing for extended periods of time.
Lifting moderately heavy equipment.
Bending, kneeling and reaching overhead, above shoulders and horizontally to store and retrieve materials and equipment.