

LEARNING SYSTEMS SPECIALIST

JOB SUMMARY

Under general supervision, using considerable journey-level skills provides extensive training and support to district employees in their use of systems, software and hardware. Facilitate and support the district learning management system, mobile device management (MDM), single sign-on systems, and end-user directory and productivity systems (Google Apps for Education, Microsoft Office 365) including in-person, online, and written training.

DISTINGUISHING CHARACTERISTICS

The classification of Learning Systems Specialist differs from other classifications in that the duties are focused on classroom technologies and require a significant amount of training of staff members across the district including classroom teachers and administrators while still being able to work with students and parents on instructional systems. The Learning Systems Specialist position will have more responsibilities for operating and maintaining the district's learning and mobile device management systems and creating and conducting training for staff. This position will work closely with the Data Integration Specialist, System Administrator and Assistant Director of Innovation and Instructional Support.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following:

- Works without close supervision; maintains harmonious working relations with school administrators, teachers, staff, students and the public;
- Supports, maintains and monitors the use of district Learning Management System and Mobile Device Management System for student/staff devices (iOS, Apple TVs, Macintosh Computers and Chromebooks);
- Supports and configures single sign-on systems and trains users on LMS, MDM, Single Sign-on, and end-user directory and productivity systems (Google Apps for Education);
- Facilitates the distribution and management of mobile devices; instructs users on intermediate to advanced features/functions of hardware and software applications;
- Installs and supports hardware/software on District-owned devices; installs software updates, maintain records to support software version control throughout the district;
- Develops and recommends best practices for the implementation and management of mobile devices, mobile applications, textbooks, and other instructional related materials;
- Communicates important and timely information with cross-functional units for the successful implementation and effective use of mobile deployments;
- Provides support and guidance to Computer Repair Technicians, teachers and Teachers On Special Assignment (TOSAs) in both day to day functions and complex issues of all Apple OS and IOS related issues;
- Assists with the oversight of the Google Apps for Education (GAPE) domain, including training staff on day to day technology issues, email, word processing, spreadsheets, website creation, form creation, and more;
- Develops and implements group, individualized and web-based training on the proper usage of District-adopted systems' and device software, apps, and hardware;
- Communicates effectively with individuals with limited technological skill and expertise by translating technical information into an appropriate level of understanding;
- Interacts with users via email, phone, remote sessions and site visits as necessary; assists users with device configuration, needs, and tailor individual solutions as required; utilizes helpdesk procedures to maintain an accurate record of customer information and real-time status of issues;
- Evaluate the impacts and effects of new mobile applications on existing mobile devices and make recommendations for setting configurations as required;

- Reviews potential RFP (Requests For Proposals) for any new system purchases in the above listed areas;
- Provides telephone technical support to District personnel in the use of computer applications; install and maintain accounts for remote access to email and the Internet;
- Designs and prints reports using the District's information systems; creates report templates for other District personnel to use in reporting from District database systems;
- Utilizes the assistance of vendor technical support resources when needed;
- Performs analysis of device-based application problems;
- Prepares information for publications on the District's and school's websites and assist with basic website maintenance;
- Speaks to both adults and children regarding technology issues;
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Any equivalent combination of training, education, and experience that demonstrates the applicant likely to possess the required knowledge, skill, and ability to perform the job duties:

Education: AA degree is preferred.

Experience: Two (2) or more years of information systems, systems admin, or technology support experience involving operations, user training, and/or software integration. Experience with personal computer/device hardware/software involving the use of a wide variety of applications, diagnosing/troubleshooting user software problems; providing user training (group and face-to-face) and performing routine system maintenance; and successful experience with mobile device management systems.

Knowledge of:

- Apple, iOS, tvOS, Macintosh Operating System, Chrome OS, Google Apps for Education preferred;
- Productivity software applications including word processing, spreadsheets, and database management programs;
- Personal computer/device software applications;
- Mobile device management systems for IOS devices, educational learning management systems, training strategies for adults with varying technology capabilities
- PowerSchool SIS knowledge preferred.

Ability to:

- Explain complex technical issues in non-technical terms;
- Encourage and motivate novice users to use technology using patience, tact and diplomacy;
- Troubleshoot and resolve, in person and by telephone, problems experienced by computer system users;
- Maintain accurate records of software licenses, versions and installations;
- Work without close supervision;
- Operate computers/devices;
- Maintain harmonious working relations with school officials and other employees, students and the public;
- Work with users in a friendly manner and maintain a positive work environment;
- Follow oral and written directions;
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form;

- Maintain insurability to drive a personal vehicle on the job;
- Ability to read and write English at a level required for satisfactory work performance;
- Move heavy materials and equipment;
- Read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations;
- Write reports, business correspondence, and procedure manuals.

License and Training: Possession of a valid Class C California Driver's License.

PHYSICAL STANDARDS

The work environment and physical demands of the positions as described below are representative of those that must be met by an employee to successfully perform the essential functions of a position in this computer management category. Reasonable accommodations may be made to enable individuals to perform the essential functions of a specific position. These physical standards are generic in nature and tasks may vary dependent on specific trade and or specialized work assignment.

Work Environment: While performing the duties of this position employees are subject to constant interruption. The employee must be able to meet deadlines with severe time constraints. These positions may also be high volume positions and works without direct and/or constant supervision. Although the employee in these positions works mainly indoors, they may be required to work outdoors with exposure to seasonal weather conditions. The employee may be required to work at varying heights and in restrictive areas. Employees provided with individual work vehicles must be able to drive a vehicle to conduct work. Noise level in the work environment is usually moderate and occasionally will be loud.

Physical Demands: The physical demands of this position include sitting for extended periods of time, frequent standing and the use of hands and fingers to handle and to operate keyboards and specialized diagnostic repair tools and equipment. The employee frequently is required to reach with hands and arm and must squat, stoop or kneel, bend at the waist and reach above the shoulders, head and horizontally. The employee will frequently bend or twist at the neck and trunk more than the average person while performing the duties of this job. Lifting, pushing or pulling of objects generally not exceeding fifty pounds may also be required. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to complete assigned work orders, read a variety of materials and inspect District equipment. The employee must be able to hear and speak to receive and exchange information. Regular physical attendance at work is an essential requirement of this job classification.

Hazards: Electrical power supply and high voltage. Working in a cramped or restrictive work chamber. Working on ladders or at heights. Occasional exposure to cleaning fluids.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

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Personnel Action	Personnel Action Date
Adopted by the Personnel Commission:	05/28/20