PROFESSIONAL JOB DESCRIPTION
Exempt; Full-time

POSITION TITLE: LMS Administrator
DEPARTMENT: Information Support Services

PURPOSE: This position provides learning management system (LMS) administration and support, intranet web administration and support, and technical training for faculty, staff and students.
Level 2 skill level is advanced computer support done by technicians who have several years of experience; they have the knowledge and experience that enables them to perform their job independently and tackle difficult technical projects without supervision.

ESSENTIAL FUNCTIONS
LMS Administrator:
- Provide learning management system (LMS) training and support to faculty and students.
- Research and resolve LMS functionality issues.
- Collaborate with peers at other institutions to determine and facilitate best practices.
- Design and maintain official, accurate, and up-to-date Web and Internet presence.
- Maintain and operate various technologies used in the delivery of instructional and/or interactive programs and courses.

Tier Two Support:
- Provide Level 2 support of computer systems and network problems, including answering questions, providing advice, and troubleshooting. Specifically: assist HelpDesk personnel (Level 1) solve basic technical problems; investigate and seek solutions to complex issues, refer to Level 3 as necessary; and perform onsite installation or replacement of various hardware components, software repair, diagnostic testing, and the utilization of remote control tools.
- Give individual or group instruction to users or make arrangements for instruction of software or systems.
- Configure workstations, system hardware and software, and provide technical assistance. Assist in determining hardware, software needs and upgrades.
- Track escalated user problems and inform the user of the status. Log all client problems and solutions.

Schedule, train and supervise student or other part-time employees to help monitor computer labs and video conferencing labs. Schedule, train and supervise part-time employees who identify and solve first level problems for staff, faculty, students and users of computer systems and networks.

Work closely with the Director to hire personnel and manage the hardware support section of the department. Create payroll work authorizations for supervisor approval.

Monitor computer labs in accordance with the college's Appropriate Use policy.

Document system procedures and train other personnel in the department to function as a backup.
TVCC values professionalism in its employees. The following attributes and behaviors are identified as examples of what is expected of an employee:

- Display empathy and positive regard for others in written, verbal and non-verbal communications.
- Work effectively with colleagues and students by practicing punctuality, respect for deadlines, collaborative problem solving, and honest communication.
- Build trusting relationships by acting with integrity, courtesy, and responsibility, even in the face of stress or demanding workplace conditions.
- Maintain proficiency as needed and approved by attending trainings, reading job-related materials, and meeting with others in area of responsibility.
- Dress appropriately for a workplace with frequent customer service interaction and community outreach.
- Meet all required standards of confidentiality and safety. Maintain work areas in a clean and orderly manner.

QUALIFICATIONS
MANDATORY: Associate’s degree or two years of college, plus training and at least two years of direct, on-the-job experience working with computer applications, operations, and systems. Must have a broad knowledge of Microsoft operating systems, basic networking principles, web browser, email client, and integrated office suites (e.g. Word, Excel, Access). Knowledge and expertise with Internet development tools such as Adobe Dreamweaver. Knowledge of hardware and associated peripherals (printers, scanners, video, etc.) installation, troubleshooting, and repair procedures. Knowledge of software configurations and problem solving methods needed to diagnose and resolve web technology problems. Able to supervise and train technology users and work cooperatively with others; able to communicate effectively verbally and in writing. Able to handle detail oriented work while meeting schedules and deadlines.

PREFERRED: Possess A+ certification, CCNA, Microsoft Certified Professional certificate.

PHYSICAL DEMANDS
Minimum physical exertion. While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis and up to 10 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.

WORKING CONDITIONS
Most work takes place in usual office working conditions, where the noise level is typical of most office environments with telephones, personal interruptions, and background noises. May work some evenings and weekends to complete projects or meet the needs of the department.

SUPERVISORY RESPONSIBILITY
Supervise up to 10 part-time staff (lab technicians, video conferencing technicians, and helpdesk).

Carries out other supervisory responsibilities in accordance with college policies and applicable laws. Responsibilities include: interview, hire, and train employees; plan, assign, and direct work; reward and discipline employees; address complaints and resolve problems.
SUPERVISION RECEIVED
Works under the general supervision of the Director of Information Support Services.

The above description covers the most significant duties performed but does not include other related occasional work.

I have read and understand this position description.

__________________________________________
Employee Signature                        Date