COMPUTER LAB/LEARNING MANAGEMENT SYSTEM SPECIALIST  
(Bargaining Unit Position)  
(Range 36)

DEFINITION
Under general supervision of the Director of Distance Education, manage the operation of the District’s Learning Management System (LMS); assist academic personnel in the performance of their duties, including independent supervision and instruction of students and hourly employees; and to perform other related duties as required. The Specialist works closely with Computer Services and vendors to ensure that the LMS meets District functional requirements and that students and faculty receive the support they need to use the LMS effectively.

DISTINGUISHING CHARACTERISTICS
The Instructional Associate class is distinguished from other classes in the instructional support series in that incumbents perform a variety of tasks which require the ability to teach and to verbally communicate to students ideas and skills which were acquired through formal training and/or experience and to train and supervise temporary staff.

ESSENTIAL FUNCTIONS
• Assist students in using hardware and software in the Open Lab;
• Give specialized instruction on one-to-one or group basis;
• Advise students as requested;
• Monitor student progress;
• Maintain equipment in the laboratory, if in laboratory setting;
• Proctor written examinations;
• Provide assistance in the supervision and instruction of students;
• Administer skills proficiency examinations; provide assistance in the supervision and instruction of students;
• Use correct English, grammar, spelling, vocabulary, and punctuation;
• Work with a minimum of supervision;
• Effectively communicate academic concepts and learning strategies;
• Teach small groups of students;
• Operate photocopying equipment;
• Follow and implement district policies and procedures;
• Perform general clerical tasks; such as typing, filing, organizing, and maintaining records;
• Serve as site administrator for the college’s LMS;
• Coordinate LMS system setup for college courses;
• Work with computer Services to ensure accurate transmittal of data between the LMS and the college Student Information system;
• Support faculty in the use of the LMS;
• Support students in the use of the LMS;
• Troubleshoot LMS problems and work with vendor technical support to resolve them;
• Advise the Director of Distance Education on best practices regarding the LMS;
• Provide reports on LMS usage and functionality as needed;
• Perform other related duties as required.
Duties may require the ability to:
- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Understand and carry out oral and written directions;
- Work at a desk, conference table, or in meetings of various configurations.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

QUALIFICATIONS
Education:
Preferred
- Associate Degree in computer science, business or related area or equivalent experience in the field.

Experience:
- Two years of experience working with students and faculty in areas appropriate to the assignment.

Skills:
- Excellent facilitation and communications skills;
- Demonstrated ability to simultaneously handle a large and diverse number of technical tasks and issues with tact, cooperation and persistence;
- Strong organizational and problem-solving skills;
- Comfortable working with people at all levels of the college as well as with vendors;
- Experience working with Learning Management systems required. HTML and XML skills are highly desirable;
- Ability to work independently and as a member of teams.

Or any equivalent combination of education and experience.

Knowledge of:
- Correct English usage: grammar, spelling, vocabulary, and punctuation;
- Techniques of supervising and monitoring classroom activities;
- Topics related to particular academic area.

Ability to:
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Establish and maintain cooperative working relationships with faculty, staff, students, and others contacted in the performance of duties.

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