SEATTLE COMMUNITY COLLEGES Human Resources Department

Exempt Employee Job Description Content Summary

EMPLOYEE NAME: POSITION TITLE: Online Learning Management System (Canvas) Administrator and e-Learning

Support Specialist DEPARTMENT: e-Learning (under Instruction) COLLEGE: North Seattle College OVERTIME EXEMPT: No X Yes DATE COMPLETED: 2/11/16

POSITION SUMMARY (describe the overall purpose of the position in no more than three sentences – See instructions) The "Online Learning Management System Administrator and e-Learning Support Specialist" position is a full-time position responsible for the primary technical support and administration of the institutional online learning management system (Canvas). The position also assists with expert technical and logistical support of other educational technologies employed at the college including the lecture capture (Panopto) and web conferencing (Collaborate) technologies. This position also handles front-desk coverage and clerical duties as needed.

REPORTING RELATIONSHIPS (job title that supervises this position, number and list of job titles for any positions supervised by this position – See instructions) This position reports to the e-Learning Manager

ESSENTIAL FUNCTIONS (primary activities required to perform work – See instructions)

• Administers the institutional online learning management system (LMS) Canvas, serving as the LMS subject matter expert and system technical lead. Specific duties include:

o Creating accounts for all users (students, faculty and staff). o Managing LMS account structure, particularly with relation to learning outcomes. o Managing SBCTC student enrollment integration. o Ensuring that key 3rd party components are integrated and working in the LMS. o Performing standard maintenance, preventive maintenance, modifications, testing and

debugging on relevant systems and programs. o Documenting, researching and resolving functionality issues, submitting help tickets and expeditiously troubleshooting LMS problems as reported via phone, email and in-person by students, faculty and staff. o Working with the LMS vendor to troubleshoot system-specific issues and implement

required updates. o Updating custom CSS, HTML and JavaScript files for the LMS.

• Assists the e-learning team in providing technical support related to other e-learning tools and web-based applications supported by the college's e-learning operation such as Panopto (lecture recording), Collaborate (web conferencing) and other State Board (SBCTC) system-wide tools.

• Participates in the SBCTC LMS Administrator Group and works with other LMS administrators in the state on piloting initiatives, sharing best practices and finding specific solutions for technical issues.

• Collaborates with other internal college units to address technical issues and build in compatibilities and efficiencies across campus services related to use of the LMS including to support strategic planning, learning outcomes assessment, program review and guided pathways initiatives.

• Coordinates with other district colleges on an integrated LMS experience for students, faculty and staff; and supports district priorities.

• Responds to inquiries in a professional, courteous and timely manner.

• Team player who helps others to accomplish results and explores new opportunities to add value to our support services.

• Thinks critically and strategizes around new technology adoption.

• Serves as backup for clerical tasks and other duties as needed including front-desk coverage (handling walk-ins, phone calls, voice mails and email correspondences).

• Occasionally attends off-campus meetings and participates in conferences as part of work communication, collaborative sessions, service training, technology presentation and professional development.

SKILLS AND ABILITIES (observable and measurable work activities – See instructions)

• Bachelor's Degree OR equivalent combination of education and work experience

• Two years of work experience in a higher-education support setting OR equivalent education/experience

• Effective administration and maintenance of Canvas online learning management systems.

• Ability to independently learn new computer programs and technologies.

• Advanced problem-solving skills, including the ability to assess and respond effectively to the needs of diverse students and faculty, especially those with varying degrees of computer knowledge.

• Substantial organizational skills with the ability to multitask and prioritize a heavy workload.

• Ability to use various knowledge bases and search engines to perform searches for solutions to technical problems.

• Knowledge of the technical steps to prepare new user accounts, blank online classrooms, and group workspaces in Canvas and to enroll users in classrooms, workspaces and sub-accounts.

• Ability to use batch file and manual processing tools to create accounts and special use shells.

• Ability to manage the set-up of SMS integration using State-provided e-learning tools. .

• Ability to log in and identify new Canvas help tickets throughout each work day, responding with follow-up information on how to resolve or circumvent reported issues.

• Ability to escalate tickets to Canvas support when needed, and submits and tracks system bugs to ensure prompt resolution by the vendor support team.

• Ability to assist faculty and students with troubleshooting issues related to Panopto and Collaborate, identifying/duplicating issues and escalating help tickets to Panopto and Collaborate support when needed to expedite resolution.

• Excellent interpersonal communication, coordination and collaborative skills.

• Strong analytical and decision making skills.

• Ability to provide excellent customer service while working in and serving a diverse community and exemplifying a commitment to cultural awareness and sensitivity in the workplace.

• Ability to effectively work as a member of a team; must possess the ability to establish and maintain positive working relationships with colleagues, faculty, staff and students.

• Ability to work independently, set priorities and complete assignments in a timely manner under dynamic working conditions.

• Able to project and maintain a professional and positive attitude.

• Ability to be creative, participatory, flexible, and thriving in a dynamic and collaborative team- oriented environment.

Supervisor Review: _____ Date: _____

Human Resources Approved: _____ Date:

_____

Employee currently in position signs below after HR approves the job description, return original copy to Human Resources, 1DO100.

Incumbent: _____ Date: _____