

Job Description

Position Title: LMS Operations Analyst 2

Job Family: Instructional Support

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The LMS Operations Analyst 2 provides advanced technical administration and serves as the primary Tier 2 liaison for the College's Learning Management System (LMS). This role ensures system reliability by resolving escalated technical issues, managing third-party integrations, and maintaining accessible support channels for faculty. A key focus of this position is the management of the institutional knowledge base and self-paced faculty training, ensuring technical resources are optimized for both human users and AI-driven support tools.

By analyzing help desk trends, chatbot logs, and system updates, the Analyst identifies patterns of user friction and creates a technical feedback loop to drive systemic improvements. The Analyst collaborates closely with the Center for Learning Technology (CLT) and the Teaching and Learning Center (TLC) to translate these data-driven insights into enhanced training initiatives and a streamlined user experience.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Coordinates and implements Learning Management System (LMS) updates; evaluates system changes, conducts testing in stage and production environments, and ensures system stability and alignment with institutional requirements.
2. Develops, curates, and maintains comprehensive technical documentation and instructional content, including user guides, knowledge base articles, and self-paced training modules; translates complex LMS processes into accessible resources to support faculty and staff in LMS proficiency.
3. Administers system access, role requests, and enrollment processes; ensures appropriate permissions, security, and compliance with institutional policies and FERPA regulations.
4. Evaluates and integrates third-party tools and external software solutions; ensures compatibility within the LMS environment and troubleshoots integration-related technical issues, including basic HTML and CSS as it relates to LMS content.
5. Monitors and optimizes LMS processes such as course cloning, role management, and system configurations to align with institutional best practices and improve efficiency.
6. Exercises independent judgment to diagnose and resolve complex technical cases while maintaining a high level of accuracy and system reliability under minimal supervision.
7. Provides Tier 2 technical support and guidance to faculty and staff, assisting with issue resolution system navigation, and effective use of LMS tools with professionalism. Uses effective written and verbal communication to provide assistance and explain technical data to stakeholders.

8. Diagnoses and resolves technical and operational issues related to software, hardware, integrations, and process inefficiencies within the LMS environment. Analyzes trends in support logs, chatbot interactions, and help desk tickets to identify patterns of user friction and need for system improvements.
9. Collaborates with internal stakeholders and external partners to coordinate system improvements, ensure seamless communication of LMS updates, and support institutional goals.
10. Participates in LMS enhancement initiatives and process improvement projects; provides technical expertise during project planning, testing, and implementation phases
11. Maintains currency in LMS administration trends, including emerging educational technologies, security configurations, and process optimization strategies, to ensure the College remains at the forefront of digital learning.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
2. Skill in analyzing data and drawing conclusions
3. Skill in project management principles, processes, and techniques
4. Skill in performing a variety of duties, often changing from one task to another of a different nature
5. Skill in positive, productive and flexible customer service
6. Ability to adapt to a rapidly changing technical environment
7. Ability to work independently as well as in a team environment
8. Ability to adapt and maintain professional composure in emergent and crisis situations

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree required.
- One (1) to Three (3) years of related experience in LMS administration, developing instructional/technical resources, or providing high-level technical support required.
- Experience in a teaching, instructional, or training role preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required