

Job Description

Position Title: Analyst 3, Learning Management System

Job Family: Instructional Support

Job Type: Lead

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Learning Management System Analyst 3 acts as lead to PCC LMS Technical Support team. Executes assigned projects, such as learning tools interoperability integrations (online learning applications) in coordination with other departments. Oversees ITSM (IT service management) ticketing system: Team Dynamics (TDX). Creates and translates reports into dashboards that offer relevant insights.

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. Executes assigned projects pertaining to the Learning Management System by mapping processes using project management methodologies and utilization of project management platforms (i.e., Smartsheet, Wrike).
2. Analyzes project progress and, when necessary, adapts scope, timelines, to ensure that project team adheres to project requirements. Provides feedback to supervisor as necessary
3. Reports project outcomes and/or risks to supervisor on a timely basis.
4. Applies critical thinking and makes decisions within the scope of the role including anticipating potential changes, concerns, and responses and then make appropriate adjustments.
5. Supports integrations between the college Learning Management System (LMS) and enterprise collaborations (3rd party publishers and vendors). Contacts vendors as necessary to ensure minimal disruption of services.
6. Develops and maintains positive relationships with faculty, staff, and third-party vendors, researchers, and team members.
7. Acts a lead for assigned team. Plan agendas and lead weekly team meetings. Ensure team members follow college policy and IT best practices.
8. Analyzes users (faculty, students and staff) requirements and develop solutions as requested.
9. Researches software solutions. May analyze technical requirements as directed by supervisor to develop solutions for Online Education needs.
10. Creates flowcharts and reports as needed to illustrate platform and integration performance and demonstrate business value. Translates reports into dashboards that offer relevant insights to stakeholders at multiple levels.
11. Provides feedback and assists in developing operating procedures for department
12. Leads the incidents management process in TDX for all tickets to resolution
13. Participates in coordinating support activities between the Service Desk, Remote Sites, other IT Units, and other departments as necessary

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge of organizational and time management principles
4. Knowledge of project management principles
5. Skill in analyzing data and drawing conclusions
6. Skill in coordinating and monitoring the work of others
7. Skill in effective communication (both written and oral)
8. Skill in independent decision making
9. Skill in people leadership and supervision
10. Skill in organization, coordination, and management
11. Skill in positive, productive and flexible customer service
12. Skill in problem solving
13. Skill in project management principles, processes, and techniques
14. Skill in team building
15. Skill in current and applicable hardware, software, and peripheral equipment
16. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
17. Knowledge of computer and network operating systems
18. Knowledge of project management principles, processes, and techniques
19. Ability to adapt to a rapidly changing technical environment
20. Ability to work independently as well as in a team environment

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

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.

- Student Success: My position allows me the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- Institutional Infrastructure: My position allows me the opportunity to take part in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- Information and Analytics: My position allows me to be a data leader. I provide a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

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

- Bachelor's degree in Computer Science or a closely related field of study required
- Three (3) to Five (5) years of related experience required.
- Master's degree in Computer Science or a closely related field of study required
- Five (5) to Eight (8) years of related experience 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

- Works some evenings and weekends