

Job Description

Position Title: Director, LMS and eLearning Quality

Job Group: Academic Affairs

Job Level Group: Director

FLSA Status: Exempt

Position Summary:

The Director, LMS and eLearning Quality serves as the primary steward of the College's e-learning ecosystem, ensuring the smooth operation, security, and continuous enhancement of the Learning Management System (LMS). This role is pivotal in driving the institution's e-learning quality, encompassing responsibilities ranging from systemic course reviews to fostering faculty development. The director ensures that students experience top-tier distance education. By employing strategic leadership and fostering key external partnerships, the director seeks to keep the institution on the forefront of e-learning innovation. In prioritizing inclusivity and accessibility, the role reflects the college's dedication to delivering an equitable and high-quality education for all students.

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. Guides and formulates a long-term vision for the LMS's growth and enhancement, ensuring it aligns with strategic initiatives and the college's overarching goals. Develops and implements relevant e-learning policies and manage the department's budget.
2. Directs the team responsible for the Learning Management System, ensuring optimal technical support, LTI & API integration, and system housekeeping. Develops and documents clear LMS configuration standards to streamline processes and enhance user experience.
3. Implements disaster recovery and contingency plans to ensure uninterrupted e-learning services. Responds to critical issues or failures of LMS system in a timely manner.
4. Directs the team responsible for conducting systemic reviews, ensuring a consistent and rigorous process is in place to evaluate e-learning course quality. Ensures audits of the LMS and Course offerings for quality and function are conducted.
5. Provides direction and supervision to department staff; trains, assigns work, and evaluates employee performance. Responsible for hiring, training, discipline, and termination of assigned department employees.
6. Collaborates with Deans and the Center for Learning Technology to address findings, implement improvements, and upholds best practices in course design and delivery.
7. Ensures the department provides technical consulting to design, develop, and implement use of the LMS and all of the specific tool functions that enrich teaching and learning in online, hybrid and traditional courses.
8. Fosters an environment of continuous feedback and iterative improvement, aligning review processes with the latest in e-learning methodologies and standards.

9. Generates reports on distance education quality, integrate LMS data for insights, and keeps stakeholders such as Executive leadership, the board of governors, deans, and other key governance structures informed of e-learning developments.
10. Retrieves data, provides data analyses and prepares analytical reports. Ensures that meaningful, appropriate, and accurate data and supporting documentation is available to meet the decision-making needs of the College.
11. Collaborates with the Director of Online Student Success to gather and analyze data on student outcomes.
12. Manages faculty support, and training initiatives related to LMS systems and quality improvement. Recommends professional development opportunities and establish feedback mechanisms for continuous enhancement.
13. Maintains and fosters partnerships with external vendors, agencies, and other stakeholders. Stays updated with the latest e-learning technologies, assessing potential integrations and improvements.
14. Collaborates with IT to ensure security, integration, and seamless operation of e-learning platforms. Oversees the testing and validation of the security for new features, tools, and LTIs integrated into the LMS. Collaborates with LMS vendor and 3rd party ed tech vendors.
15. Ensures that e-learning platforms remain inclusive and accessible to all users. Works with IT to facilitate security and accessibility to educational applications. Participates in special studies and task forces and recommends improvement to campus and College business practices and processes.
16. Serves as the point of contact for technology related questions and concerns. Ensures 24-hour support is available for students and faculty. Utilizes tracking software (such as TeamDynamix) to monitor requests for assistance and monitor trends.
17. Collaborates with the Dean of Distance D. and PimaOnline Dept. Heads. Works with the Dean and PODHs to implement how the LMS best supports the needs of faculty and students. Reviews features and structure of LMS to meet the needs of online education. Ensures regular communication and needs assessment.
18. Creates, participates and collaborates in committees as necessary in order to meet departmental and college-wide goals.
19. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, & Abilities:

- Knowledge and application of various instructional methodologies.
- Knowledge of internal and external customer service principles and practices
- Skill in organization, coordination and management
- Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
- Skill in positive, productive and flexible customer service
- Ability to adapt to a rapidly changing technical environment
- Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

- Knowledge of project management principles
- Skill in people leadership and supervision
- Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
- Ability to adapt and maintain professional composure in emergent and crisis situations

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 support student success as well as improve access and retention.
- 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 in relevant field (Ed Tech, Instructional Design, and Ed. Leadership, etc.) required.
- Master's degree in relevant field (Ed Tech, Instructional Design, and Ed. Leadership, etc.) preferred.
- Five (5) to Eight (8) years of relevant work experience in online learning, progressive responsibility and roles and leadership required
- Eight plus (8+) years of related experience preferred
- Three (3) plus years of supervisory experience preferred.

- Demonstrated LMS Expertise in managing, supporting, or working/teaching in LMS platforms required.
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 stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally 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
- Some evening or weekend work hours