

**TITLE: Instructional Systems Administrator**

**CLASSIFICATION: Classified**

**SALARY GRADE: C15**

**SCOPE OF POSITION:**

Under general direction, designs, monitors, configures, and supports course and content management systems and related software for online, hybrid, and blended instruction. Provides technical support to faculty, staff, and students and designs, identifies, and maintains tools necessary to allow students to succeed in the online environment.

**KEY 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. Serves as the primary liaison with the District's learning management system (LMS) provider by providing support, troubleshooting, resolving technical issues, escalating issues, keeping faculty and staff apprised of all issues and changes, and creating and maintaining the interface.
2. Researches, creates, and tests new software applications that can be integrated with the LMS.
3. Meets with faculty and departments to determine educational goals and system needs. Monitors, tracks, and resolves software support issues. Provides technical assistance for faculty.
4. Consults with faculty regarding the creation and storage of multimedia content for their courses and interfaces with Media Services to assist in the creation of materials.
5. Monitors, analyzes, and reports on system analytics and identifies areas requiring attention or needing changes, as well as other reporting.
6. Creates and maintains databases to support accurate record keeping, data collection, and reporting tools for the department. Assesses relevant data and identifies future needs.
7. Gives presentations to individuals and groups.
8. Maintains LMS interface, assigns, and maintains user accounts.
9. Maintains current knowledge in evolving software and internet technologies.
10. Consults with and provides information to Student Services staff and administrators regarding compliance with District policies and procedures related to use of the LMS or other digital instructional tools.
11. Works with other District departments to ensure digital infrastructure is optimized to support all LMS users in the District.
12. Works with other staff in Distance Education and Information Technology, LMS and educational technology vendors, and statewide LMS coordinators, to optimize District-wide use of digital technologies.
13. Participates in District, statewide and regional committees related to distance education and the services the department provides. Attends professional development activities as assigned to remain current on distance education trends that may require travel.
14. May supervise student employees.
15. May direct the work of short-term, non-continuing (STNC) employees.

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### **KNOWLEDGE OF:**

1. Learning management systems.
2. SQL, MySQL, or related database retrieval and reporting language.
3. Application programming interface (API) and single sign-on (SSO) conventions.
4. Current online learning principles and pedagogy.
5. Current multimedia technology and creation tools.
6. Principles, practices, and technologies of computer operations, programming, HTML formatting, and systems analysis.
7. Browser and educational tool technologies.
8. Network operations and technology.
9. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
10. Applicable technology usage, including standard office productivity software and other appropriate technology.

### **ABILITY TO:**

1. Plan and/or give training and presentations to individuals and groups.
2. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
3. Communicate effectively, both orally and in writing.
4. Exercise appropriate judgement in interactions with others and with work processes.
5. Interact with the public in a helpful, courteous and professional manner.
6. Demonstrate sensitivity to, and respect for, a diverse population.

### **QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

Bachelor's degree in education, information technology, or a related field required.

### **EXPERIENCE:**

3+ years of related experience working with learning management systems.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*