JOB DESCRIPTION

TITLE

Learning Management System Support Analyst

JOB SUMMARY

The Learning Management System Support Analyst role is to ensure proper LMS operations so that end users can accomplish business tasks. This includes actively resolving escalated end user help requests within established procedures. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as remote assistance. The LMS Support Analyst provides Tier Two support through taking calls and handling the resulting incidents or service requests, using the incident management and request fulfillment processes, in line with Teaching & Learning with Technology (TLT) objectives. The LMS Support Analyst is responsible for resolving any incoming telephone, email, or self-submit requests for technical assistance, documenting the incident information, diagnosing, and resolving the customer incident remotely. Technical assistance includes escalating the service requests to the Tier Three support teams as appropriate utilizing the incident management and request fulfillment processes. In addition, the LMS Support Analyst will participate in other projects as assigned by the Manager of Learning Management Systems. Work is performed under supervision of the Manager of Learning Management Systems and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager Learning Management Systems

Supervises: No supervisory responsibilities

ESSENTIAL DUTIES - May include, but not limited to the following:

- Serves as the point of contact for learning management system and enterprise third-party application integrations related issues, problems, and requests.
- Evaluates documented resolutions and analyze trends for ways to prevent future problems.
- Alerts management to emerging trends in incidents.
• Assists in software releases and roll-outs and communication to end users.
• Acts as a Tier Two escalation point for advanced or difficult help requests from the TWU Service Desk for learning management system and enterprise third-party application integrations.
• Builds rapport with end users.
• Escalates problems (when required) to the Manager Learning Management Systems or to Tier Three support.
• Records, tracks and documents the request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
• Applies diagnostic utilities to aid in troubleshooting.
• Accesses software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
• Performs preventative maintenance.
• Tests fixes to ensure problem has been adequately resolved.
• Develops help sheets and FAQ lists for end users.
• Manages end-user expectations.
• Provides a high level of customer service while supporting faculty, staff, and students despite physical location.
• Has knowledge of commonly-used concepts, practices, and executes procedures accordingly.
• Successfully troubleshoots issues, both independently and in collaboration, with all available technical resources.
• Identifies, researches, and resolves Tier Two technical issues.
• Escalates technical issues that are beyond Tier Two in a timely manner.
• Participates in TLT projects as assigned.
• Achieves annual goals and objectives.
• Serves as the single point of contact for LMS-related issues, problems and requests.
• Delivers LMS-related software training/instruction for faculty, staff, and students in a variety of formats including one-on-one, face-to-face, online, and/or pre-recorded.
• Assist with reporting, analysis or testing tasks.
• Follows and maintains procedures and policies to ensure the security and integrity of systems/networks/resources.

**ADDITIONAL DUTIES**

• Participates in University or community related service that may directly/indirectly impact institutional goals or initiatives.
• Assists other members and functions of the Office of Teaching and Learning with Technology as required.
• May be required to be on-call and/or work a flexible schedule, including nights, weekends and holidays.
• Performs other duties as requested.
EDUCATION

High school diploma or equivalent required. Some college and technical short courses and seminars relating to computing and telecommunications preferred. LMS Administrator certificated preferred (may be earned during first six months of employment).

EXPERIENCE

Three years of experience in working with a learning management systems, preferably in higher education. Additional post-secondary education may be substituted for one year of required experience.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Extensive knowledge of Word, Excel, and PowerPoint.
- Extensive knowledge of learning management systems.
- Extensive knowledge of LTI integrations.
- Experience as a learning management system administrator.
- Experience troubleshooting technical issues and regression testing of proposed solutions.
- Experience using a personal computer and other office equipment, including University-related software and equipment.
- Communicates, both oral and written, effectively with the management groups, end users, customers, and technical staff.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.
- Ability to organize work effectively, conceptualize, and prioritize objectives and exercise independent judgement based on an understanding of organizational policies and activities.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to use a personal computer and other office equipment, including related university software and email.
PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. May be required to be on-call and/or work a flexible schedule, including nights, weekends and holidays. The employee may be required to lift up to 50 pounds.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: ___________________________ Date: ____________

Employee Printed Name: ___________________________
Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.