JOB DESCRIPTION

TITLE
Manager, Learning Manager Systems

JOB SUMMARY
Performs administrative and supervisory work in the technical leadership of the campus learning management system and integrated third-party applications. This position is responsible for the support, design, development, implementation, delivery, and maintenance of resources used for instructional functions. The LMS Manager supervises the team that provides system administration for the university’s learning management system (LMS) and integrated tools. This position oversees the installation of all system updates, upgrades, integrated tools, and other software integrated with the LMS. Work is performed under the limited supervision of the Director, Teaching and Learning with Technology; 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 and Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Teaching and Learning with Technology

Supervises: Learning Management Systems Support Analyst

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

- Manages users and courses in the LMS (snapshots, course creation, user creation and related processes).
- Analyzes system outages and manages and monitors system performance.
- Reviews and improves system operations practices.
- Provides immediate response to problems and emergency situations affecting normal operations.
- Performs capacity planning for data storage and performance.
- Reviews systems performance proactively.
- Works closely with appropriate external vendors to ensure efficient functionality of resources.
• Provides triage and troubleshooting for learning management system issues and tickets, escalating issues to the appropriate groups as needed.
• Provides local technical support and troubleshoots learning management systems’ needs. Serves as primary liaison between end users and vendor support.
• Maintains procedures and policies to ensure the security and integrity of systems/networks.
• Writes and maintains technical procedures and policy documentation.
• Gathers and evaluates data to ensure appropriate technical solutions are pursued, developed, and implemented.
• Assists with end user functional support of learning management systems and other technical resources.
• Organizes and leads the LMS Oversight Committee.
• Implements LMS goals and priorities, mange workflow, and conduct employee evaluations.
• Oversees Level 2 technical support for the LMS and third-party applications.
• Oversees training and end user functional support of the LMS.
• Performs quality assurance (functional testing and regression testing) on the LMS and integrated third-party applications.
• Identifies and communicates opportunities for process and quality improvements.
• Seeks opportunities to increase internal and external customer satisfaction.
• Documents and maintains system administration procedures, policy, and maintains the Knowledge Base.
• Maintains, develops and implements training and workshops for orientation and GAs.
• Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

• Coordinates research and reports on issues pertaining to the LMS.
• Writes and administers professional development plans for supervised employees.
• Attends appropriate conferences and seminars to maintain an up-to-date knowledge of LMS administration.
• Presents on topics related to distance education, technology, and the University at conferences.
• May be required to be on-call and/or work a flexible schedule, including nights, weekends and holidays.
• Performs other duties as requested.
EDUCATION

Bachelor's degree and technical short courses and certifications relating to learning management system administration.

EXPERIENCE

Three years progressively responsible experience as a learning management system administrator. Additional experience may substitute for required education on a year-for-year basis. Previous experience in a higher education environment preferred. Canvas Administration certification is preferred.

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:

- Understanding of modern computing, networking, and communication systems.
- Understanding of web design technologies including HTML.
- Understanding of database concepts.
- Understanding of user account management.
- Understanding of software lifecycle management.
- Understanding of the higher education environment required.
- Understanding of complex operations, using manpower, time, funds, and other resources for the accomplishment of long-term and short-term goals.
- Understanding of business practices, relationship management, and change management.
- Understanding of organizational policies and activities.
- Experience of learning management systems.
- Strong technical background, self-directed, self-motivated.
- High level of problem solving skills.
- Capable of managing technical projects and experience with project management tools.
- Excellent communication, interpersonal, organization, problem solving.
- Conflict Resolution.
- Detailed and organized.
- Strong reporting and documentation skills.
- Excellent leadership skills.
- Ability to work under tight deadlines.
- Ability to successfully solve problems.
- Ability to perform risk analysis and continuity management.
• Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
• Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
• Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment.
• Ability to integrate resources, policies, and information for the determinant of procedures, solutions, and other outcomes.
• Ability to effectively balance multiple tasks.
• Ability to learn quickly, research and implement new technology and development tools.
• Ability to gather, interpret and document system requirements.
• Ability to identify technical problems, make recommendations, develop solutions, and complete technical projects.
• Ability to operate on independent judgement based on an understanding of organizational policies and procedures.
• Ability to deal with ambiguity and fast-paced change.
• Ability to complete complex technical projects, given specifications.
• Ability to respond to emergency situations in a timely manner.
• 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 20 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 strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

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.