SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DISTANCE EDUCATION AND LEARNING MANAGEMENT SYSTEM SUPPORT SPECIALIST

BASIC FUNCTION:
Under the direction of an assigned supervisor, lead and participate in a variety of technical duties and projects related to Distance Education and Learning Management Systems support; serve as an informational resource and provide technical assistance to prospective and current Distance Education students and faculty concerning on-line educational programs, services and related applications, operations and procedures; design, develop, transcribe and update a variety of website content related to on-line student services as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Lead and participate in a variety of technical duties and projects related to Distance Education and Learning Management Systems support. Participate in the planning, designing, coding, testing and implementation of SBCC’s Learning Management System (LMS), specifically Moodle, with knowledge of integration of systems and applications.

Provide advanced diagnostic and troubleshooting services for LMS related equipment and software.

Participate in planning of design architecture involved with development, implementation, maintenance, programming, and analysis of Learning Management Systems with knowledge of related software applications.

Serve as an informational resource and provide technical assistance to prospective and current Distance Education students and faculty concerning on-line educational programs, services and related applications, operations and procedures.

Conduct software testing and trouble-shooting as assigned, prior to implementation, resolving problems with LMS core components specifically but not limited to Moodle, non-standard blocks and modules, and 3rd party integrated application systems.

Collaborate with inter-departmental administrators and faculty in the customization of core tools; modify source codes and customization, database tables, and upgrades for systems management.

Lead and coordinate Distance Education Support Desk; coordinate coverage and participate in responding to inquiries as assigned; respond to e-mails concerning Distance Education operations, applications and diagnosis of malfunctions on a timely basis; assure timely resolution of malfunctions whenever possible.

Provide technical assistance to users concerning on-line operations and applications; provide general troubleshooting related to SBCC supported systems including the Learning Management System (LMS), determine type of request and provide solutions; assist users with operating on-line applications and accessing Internet information; assist students and faculty with completing
Train and provide work direction and guidance to assigned part-time staff; assign duties and
review work to assure accuracy, completeness and compliance with established standards and
requirements; coordinate and schedule the work of student workers; participate in a variety of
recruitment activities as directed.

Design, develop, maintain and update a variety of website content related to on-line student
services such as transcripts, FAQs, On-line Interactive Orientation and information related to
various College departments as assigned.

Design and assure functionality of links, online forms, surveys and scripts; create and modify
icons and graphics for website use; determine and implement appropriate size and arrangement
of graphic features and copy; select style and size of type; input, update and edit web site
script, data and copy.

Serve as a technical resource to administrators, personnel, outside agencies and others
concerning assigned technology projects, respond to inquiries and provide technical information
concerning related systems, applications, institutional standards, requirements, objectives, and
policies and procedures.

Assist College faculty, staff and administrators with on-line software applications and related
operations, malfunctions and procedures as needed; refer students to staff, administrators and
faculty as appropriate.

Operate and utilize PC computers with various application software, languages and utilities used
in web design.

Communicate with personnel, outside agencies and the public to exchange information and
resolve issues or concerns.

Prepare and maintain a variety of records and reports related to technical support services, on-
line course information and assigned activities.

Attend and participate in various meetings as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Experience in customer service with culturally and ethnically diverse populations.
Web-based course management systems, web-based conferencing systems, collaborative
groupware and courseware, and the implications of the following on learning: web-based
instructional material, podcasting, graphics, streaming media, visual/audio, animation, and
various media.
Web 2.0, designing HTML, WebDAV, FTP, web-editing applications, and web languages - Java, JavaScript, AJAX, XML, and CSS as well as additional operation systems PC based operating systems and Mac OS X.
SQL and database schema design with understanding of network concepts, configuring and administering application software on servers requiring maintaining and servicing.
Banner system functionalities and integrated systems for planning, developing, implementing, monitoring and managing systems for single sign-on, auto section generation, authentication through the campus portal, Banner Self-service, and Moodle.
Principles, practices and procedures involved in technical support functions for on-line programs, services and related applications, operations and procedures.
Technology terminology and on-line operations and applications.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Database structures, applications and capabilities of on-line computer systems.
Software, HTML and other programming languages used in web page development.
Website utilities and applications used by the College.
General principles and techniques of computer programming.
Oral and written communication skills.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Methods and procedures of operating electronic computers and peripheral equipment.

ABILITY TO:
Upload/download/migrate data, course material, course templates, student records, and extracting data for statistical purposes.
Serve as an informational resource and provide technical assistance to prospective and enrolled on-line students concerning on-line College educational programs, services and related applications, operations and procedures.
Assist users with resolving on-line application concerns and malfunctions.
Provide general troubleshooting, determine type of request and provide solutions for on-line technology issues.
Explain on-line operations, standards, requirements, practices and procedures.
Design, develop, maintain and update a variety of website content related to on-line student services.
Demonstrate proficiency in designated computer programming languages.
Design and assure functionality of links, online forms, surveys and scripts.
Input, update and edit web site script, data and copy.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Communicate effectively both orally and in writing.
Operate PC computers and a variety of specialized software used in web design.

EDUCATION AND PAID EXPERIENCE:
Any combination equivalent to: bachelor's degree in a technology related field and four years increasingly responsible experience involving the installation, maintenance and repair of computer hardware, software, peripherals and network systems.

WORKING CONDITIONS OF EMPLOYMENT:
The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully. Reasonable
accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENT:
Indoor, computer laboratory environment.
Online, remote system access
Frequent interruptions.

PHYSICAL DEMANDS:
Regular operation of a computer keyboard, calculator, and other normal computer laboratory and office equipment.
Reading a variety of complex materials.
Seeing to view a computer monitor.
Ability to remain in a stationary position (sitting or standing) for extended periods of time.
Personal mobility to reach designated campus locations.
Communicating and expressing oneself clearly on a variety of topics in conversation with, and presentations to, staff, students, and members of the community.
Hearing and speaking to exchange information in person or on the telephone.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling moderately heavy objects (i.e. heavy computer equipment).

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.