

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: LEARNING MANAGEMENT SYSTEMS (LMS) SPECIALIST

Reports To: Designated Supervisor

UW Job Code: 3543

UW Job Family: 38 – Computer Professional

SOC Code: 15-1299

FLSA: Exempt

Pay Grade: 22

Date: 6-20-13

JOB PURPOSE:

Provide technical leadership in the support of the campus learning management system(s). Responsible for the support, design, development, implementation, delivery, and maintenance of resources used for instructional functions. Primary system administrator for the university's learning management system (LMS) and integrated tools and oversees the installation of all system updates, upgrades, integrated tools, and other software integrated with the LMS. Provide learning management system (LMS) administration and support, intranet web administration and support, and technical setup of system functionality.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop, maintain and operate various technologies used in the delivery of instructional and/or interactive programs and courses.
- Research and resolve LMS functionality issues.
- Provide and develop roles, security, and enrollment management.
- Solve basic technical problems; investigate and seek solutions to complex issues, and perform onsite installation or replacement of various hardware and software for LMS.
- In conjunction with the Instructional Designer, document all LMS configurations, procedures, and workflow diagrams.
- Give individual or group instruction to users or make arrangements for instruction of software or systems.
- Configure workstations, system hardware and software, and provide technical assistance.
- Assist in determining hardware, software needs and upgrades.
- Run reports as needed to show LMS usage.
- Review and improve system operations practices.
- Provide immediate response to problems and emergency situations affecting normal operations.
- Perform capacity planning for data storage and performance.

- Review systems performance proactively.
- Work closely with appropriate external vendors to ensure efficient functionality of resources.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.
- Attend and participate in training and other professional development activity.

COMPETENCIES:

- Attention to Detail
- Technical/Professional Knowledge
- Formal Presentation Skills
- Work Prioritization & Management
- Quality Orientation
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree, preferably in an It or educational focus.**

Experience: **At least 2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong oral and written communication skills.
- Excellent organizational skills.
- Excellent interpersonal skills and commitment to customer service.
- Ability to interpret system needs and construct system processes.
- Ability to manage and meet deadlines.
- High level of problem-solving skills.
- Proven ability to continually adapt and learn new procedures and software programs.
- Comprehensive knowledge of current instructional theories and principles.
- Knowledge of web-based instruction.
- Extensive knowledge of information architecture principles and methods.
- Basic knowledge of tools such as HTML, Macromedia Flash, streaming audio, video, compression methods, file types and formats.
- Familiarity with graphical design elements appropriate for online instruction.
- Knowledge of Learning Management System administration.

WORKING CONDITIONS:

- May be required to work a flexible schedule, including nights, weekends, and holidays.
- May be required to work an on-call schedule.
- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- No or very limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.