# Job Description

PimaCommunityCollege

Position Title: Learning Management System Analyst 2

Job Family: Information Technology

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 05

## Position Summary:

The Learning Management System Analyst 2 position is responsible for supporting and maintaining the institution's Learning Management System (LMS) and related technologies. The Learning Management System Analyst 2 ensures the effective implementation of system updates, user support, and process improvements. The Learning Management System Analyst 2 troubleshoots technical issues, manages system access, and supports integration with third-party tools. The Learning Management System Analyst 2 plays a key role in developing user resources, assisting with institutional communications within the LMS, and collaborating with internal and external partners to enhance system functionality and user experience

## Essential 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. Manages and implements Learning Management System (LMS) updates by evaluating changes, testing new features in stage and production environments, and ensuring system stability andalignment with institutional needs.

2. Develops and maintains instructional documentation to support faculty and staff, including user guides, training materials, and knowledge base articles.

3. Oversees system access, role requests, and enrollment processes to ensure appropriate permissions, security, and compliance with institutional policies.

4. Evaluates, integrates, and supports third-party tools and software solutions within the LMS to enhance functionality, ensure compatibility, and troubleshoot issues.

5. Monitors and optimizes LMS processes such as course cloning, role management, and system configurations to align with institutional best practices and improve efficiency.

6. Provides technical support and guidance to faculty and staff, assisting with issue resolution system navigation, and effective use of LMS tools.

7. Diagnoses and resolves technical and operational issues related to software, hardware, integrations, and process inefficiencies within the LMS environment.

8. Collaborates with internal stakeholders and external partners to coordinate system improvements, ensure seamless communication of LMS updates, and support institutional goals.

9. Participates in LMS enhancement initiatives and process improvement projects, contributing technical expertise and assisting in project planning and implementation.

10. Maintains knowledge of Learning Management Systems (LMS) administration and keeps up to date on updates, integrations, security configurations, and process optimization
11. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Skill in installation, repair, and maintenance of network and/or computer hardware, software, and peripherals
2. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
3. Skill in project management principles, processes, and techniques
4. Skill in performing a variety of duties, often changing from one task to another of a different nature
5. Skill in positive, productive and flexible customer service
6. Ability to adapt to a rapidly changing technical environment
7. Ability to work independently as well as in a team environment

## Supervision:

- Not responsible for supervising the work of others.

## Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Computer Science or a closely related field of study required
- Vocational or technical certification in or a closely related field of study may be required
- One (1) to Three (3) years of related experience required.

- Three (3) to Five (5) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Pre-employment Background Check Required