

# Job Description

Position Title: Coordinator, Learning Management Systems

Job Family: Administrative Support

Job Type: Professional - Entry

FLSA Status: Non-Exempt

Salary Grade: 04

## Position Summary:

The Learning Management Systems Coordinator is responsible for utilizing tools like the Insight Report Builder to generate vital reports on LMS usage and effectiveness, aiding strategic decision-making through sophisticated data visualization and analysis. The Learning Management Systems Coordinator documents processes, coordinating meetings, and maintaining essential resources, while also contributing to the development of training materials. Provides cross-functional support during high-demand periods, managing departmental finances, overseeing document and data governance, and staying at the forefront of technological advancements in e-learning platforms. The Learning Management Systems Coordinator collaborates among internal and external stakeholders and driving initiatives for continuous improvement.

## 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. Utilizes the Insight Report Builder to generate, analyze, and present comprehensive reports on LMS usage, engagement, and course effectiveness; this involves data analysis, creation of data visualizations, identification of inconsistencies, and collaboration with various departments to produce customized reports that inform strategic decisions.
2. Offers administrative support by documenting processes, coordinating meetings, maintaining resources, and contributing to the development and refinement of training materials; ensure the smooth operation of the department and the effectiveness of its training programs through proactive planning and organization.
3. Acts as a vital support link across functions, especially during periods of high demand or for projects requiring specialized knowledge; responsibilities include resolving Help Desk tickets, assisting with Course Readiness, participating in Quality Assurance projects, and ensuring operational excellence across the eLearning spectrum.
4. Facilitates coordination between the LMS and e-learning departments and an extensive array of internal and external stakeholders, including the IT department, Provost's office, faculty trainers, and technology partners like Brightspace D2L.
5. Manages departmental expenses and procurement while also handling financial planning for compensating temporary workers and supporting faculty course improvement initiatives; oversees budget allocations for payroll and project-specific expenditures, ensuring resources are used effectively to enhance educational outcomes.

6. Oversees the comprehensive management of departmental documents and direct the organization and updating of the department's data and asset inventory, aligning with division-set retention schedules; emphasize the importance of operational efficiency and compliance with accreditation and college standards through meticulous data governance.
7. Continues to research and promote new D2L Brightspace features, coordinates training and program activities to effectively leverage these technologies; plays a key role in maintaining the department's technological edge and maximizing the utility of eLearning tools.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of administrative procedures and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive and flexible customer service
7. Ability to adapt and maintain professional composure in emergent and crisis situations
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

### **Supervision:**

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule, and review work, may interview, and make recommendations on hiring, and provide input into performance reviews. May have responsibility for making decisions on hiring, termination and pay adjustments.

### **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.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

### Minimum Qualifications:

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

- High school diploma or GED required.
- Associates Degree/Vocational or technical training in office management required.
- Bachelor's degree and/or advanced certification in administrative support or related area preferred.
- Three (3) to Three (5) years of related experience providing technology general office support required.
- 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:

- Occasional work evenings or weekends
- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's