

# Job Description

Position Title: Support 3, Learning Management System

Job Family: Information Technology

Job Type: Support & Service – Senior

FLSA Status: Non-Exempt

Salary Grade: 04

## Position Summary:

The Learning Management System Support 3 performs skilled technical and administrative duties for Pima Community College's Learning Management System (D2L Brightspace). The Learning Management System Support 3 role provides technical support, faculty training, course management, and quality assurance while playing a key role in identifying trends in faculty needs, improving system workflows, and shaping faculty support strategies to enhance teaching and learning across all modalities. The Learning Management System Support 3 supports faculty and academic leaders by assisting with system processes, instructional best practices, and eLearning policies. The Learning Management System Support 3 position collaborates with IT, eLearning Quality, and academic departments to improve system efficiency, ensure compliance, and align LMS support with institutional goals.

## 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 maintains the Learning Management System (D2L Brightspace) to ensure system performance, security, and usability.
2. Troubleshoots and resolves LMS-related technical issues, coordinating with IT and third-party vendors as needed.
3. Supports faculty and academic leaders by providing training and guidance on course design, instructional best practices, and LMS functionality.
4. Oversees course setup and user access, including course creation, cloning, cascading enrollments, and role assignments.
5. Conducts quality assurance reviews, including link validation, accessibility checks, and course spot checks to support institutional standards.
6. Develops and delivers training materials, including workshops, instructional guides, and support resources to improve faculty proficiency with the LMS.
7. Collaborates with IT and academic leadership to enhance workflows, implement new tools, and streamline processes.
8. Advises on LMS policies and best practices, helping faculty and academic leaders navigate system capabilities and institutional requirements.
9. Identifies trends in faculty support requests to inform training initiatives, improve system workflows, and enhance faculty adoption of LMS best practices

10. Demonstrates knowledge of LMS systems (e.g., D2L Brightspace), course design principles, and eLearning best practices.
11. Applies skills in technical troubleshooting, course management processes, and system administration.
12. 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 performing a variety of duties, often changing from one task to another of a different nature
4. Skill in positive, productive, and flexible customer service
5. Ability to work with independently as well as in a team environment

### **Supervision:**

- Not responsible for supervising the work of others.

### **Independence of Action:**

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

### **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.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.
- 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.

- High school diploma or GED required.
- Three (3) to five (5) years of related experience in LMS administration, instructional technology support, or a related role required

- Associate's degree in Computer Technology or a closely related field of study preferred.
- Vocational or technical training in Computer Science or a closely related field of study preferred

### 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
- Some evening or weekend work hours