

Online Learning Experience Manager Job Description

Required: A Bachelor's degree OR five (5) years equivalent experience in Education Technology, Computer Information Technology, Computer Science, or related field OR Technical certifications or coursework related to LMS administration with a minimum three (3) years of experience in LMS maintenance and administration for systems such as Canvas, Blackboard, Brightspace, Moodle, etc.; to include experience integrating tools and technologies.

Equivalency: Any equivalent combination of education, training and/or experience as approved by Human Resources Department.

FLSA Status: Exempt

Level: Ten (10)

Salary: \$57,796.13 - \$65,151.84 per year DOE

Background:

Southeast New Mexico College (formerly New Mexico State University) Carlsbad was formed by House Bill 212 in April 2021. HB212 made Southeast New Mexico College an independent college accredited by the Higher Learning Commission. SENMC is a diverse and community-centered institution dedicated to excellence and student success through transformative discovery.

Position Overview:

Under general supervision of the Director of the Learning Technology Center (LTC), the Online Learning Experience Manager is responsible for the maintenance and execution of the SENMC learning management systems (LMS), including the maintenance, evaluation, licensing, and training of any external tools or technologies within the online classroom, including the testing, evaluation, and support of tools. The Online Learning Experience Manager will also strategically support data collection, reporting, and access. The Online Learning Experience Manager will be the Administrator of the SENMC Learning Management System-Canvas, Studio, Watermark - Course Evaluation & Survey, Turnitin, and more.

Purpose and Scope:

The duties below are representative of the role and are intended to cover only some of the duties performed within the scope of work.

- Lead the effective implementation and ongoing maintenance of the LMS and all supporting tools, content, technologies, roles, users, security, internal system notifications, and other instructional technology user accounts.

- Create and execute a long-term plan for learning management system growth and improvement.
- Strategically manage data, reporting, and data access.
- Manage the testing, integration, and evaluation of third-party content and tools that integrate with the LMS.
- Manage vendor relationships related to updates, integrations, and user management.
- Create systems and workflows to ensure all course resources are properly set up and available.
- Provide help resources and training for students, faculty, and staff, including instructional videos, how-to guides, and FAQs related to the usage of the learning management system and instructional technology, and document relevant data about each external learning tool.
- Configure the LMS, including new courses and programs, as well as focus on continuous program improvement.
- Ensure successful development/implementation of course tools within the LMS, including building-level apps and LTI configurations.
- Guarantee efficient and effective resolution to course problems and trends by creating and maintaining system and process workflows.
- Track usage of tools and the learning management system features to provide reports on trends; and creates and executes a plan to address those issues and trends.
- Facilitate the escalation and resolution of IT issues connected to the learning management system and/or external tools.
- Perform other related duties as assigned that support the objective of the position.

Knowledge, Skills, and Abilities:

- Experience with multiple external LMS vendors and tools.
- Experience as applications administrator.
- Excellent customer service and troubleshooting skills.
- Experience providing training to faculty, students, and staff.
- Advanced proficiency in integrating external tools into the learning management system.
- Advanced understanding of HTML/CSS with LTI, API, and OAuth knowledge.
- Demonstrated commitment to a growth mindset related to technology and personal growth.
- Advanced skills in planning, organizing, and self-management.
- Collaborative and team-oriented work approach in different environments, in person and online.
- Excellent written, oral, presentation, and interpersonal skills.
- Proficiency in technology-driven document and collaboration tools, including but not limited to Office 365, Adobe Suite, Google Workspace, web conferencing, and cloud-based tools.

Affirmative Action Statement:

SENMC is an Equal Opportunity/Affirmative Action employer dedicated to excellence through diversity and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, military or veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.

Work Environment and Physical Demand:

- Reach and grasp objects
- Stoop, bend, kneel, crouch, or crawl
- Use of video display terminal
- Use of manual dexterity and fine motor skills
- Communicate information orally and in writing
- Receive and understand information through oral and written communication
- Proofread and check documents for accuracy
- Work a fluctuating work schedule

Performing the essential functions of this position requires the use of a computer throughout most of the workday, the ability to navigate a typical office environment, significant amounts of interpersonal interaction including oral and written communication, and the ability to keep track of multiple tasks, projects, deadlines, information sources and business processes. This job description is intended to be generic in nature and describe the essential functions of the job. It is not an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities, and overtime eligibility may vary based on the specific tasks assigned to the position.

Acceptance:

By my signature below, I certify that I have read my job description, understand my assigned duties and was provided a copy of this job description.

I understand that neither the SENMC Board of Trustees nor Executive Management of SENMC can guarantee my employment; SENMC can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of SENMC. I also certify that I can perform the essential functions of this job description either with or without a reasonable accommodation. I further acknowledge that this job description does not constitute a written or implied contract of employment with SENMC. I further understand that the foregoing job description is not all-inclusive of the duties to which I may be assigned. In order to meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by SENMC.

Accepted and Agreed by:

Employee

Signature: _____ Date: _____

Printed Employee Name: _____

Witnessed by:

Supervisor

Or HR Signature: _____ Date: _____

Printed Supervisor or HR Name: _____

Job Title: _____