

JOB TITLE	LEVEL	GRADE	JOB. NO.
Help Desk/LMS Support Specialist II	E-1	01	761

DEFINITION

The Help Desk/LMS Support Specialist II serves as the frontline contact for the Information Technology Services (ITS) department for the resolution of Learning Management System (LMS) and IT issues. The position serves as a liaison between the Teaching Learning Center and ITS administration. This position is the primary support for the Blackboard LMS which includes but is not limited to maintaining LMS classes, assisting faculty and students with LMS issues, and managing Blackboard building block integrations. This position also coordinates the College's managed print services. And triages issues reported to the ITS help desk, resolves reported issues, and/or assigns issues to appropriate staff via the ITS help desk system. The position is the primary responsible position to support the College's three Spiceworks help desk software systems (IT, Maintenance, and Student Support Services). The position reports to the Software Analyst.

EXAMPLES OF WORK PERFORMED

(Any one position may not include all of the duties listed, nor do the examples cover all of the duties which may be performed.)

- ◆ Serves as the department's first point of contact for students, employees, and LMS related vendors.
- ◆ Administration of Spiceworks help desk systems including email integration, AD integration, backup and recovery of Spiceworks databases.
- ◆ Monitors help desk system to respond to, resolve and/or assign all issues reported to the help desk; coordinates assignment of help desk tickets as prescribed by the Software Analyst or Chief Information Officer (CIO).
- ◆ Immediately informs the CIO or designee of exigent issues per guidelines provided by the CIO.
- ◆ Maintains a high-level quality of user service standards in dealing with and responding to user questions.
- ◆ Provides first level support to users for a wide range of hardware and software technology issues in a high volume, fast paced environment by troubleshooting user issues and resolving problem tickets in a timely and satisfactory manner.
- ◆ Monitors the College's LMS system for issues, resolves issues, and reports unresolved issues, as appropriate, to the CIO, the Teaching Learning Center, and/or faculty member(s).
- ◆ Maintains software systems and integrations ancillary to the Blackboard LMS.
- ◆ Works closely with ITS Technicians and Analysts to document status of tasks and projects.
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software.
- ◆ Complies with all policies of the Alabama Community College System and the College.
- ◆ Performs other duties as assigned.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Knowledge of appropriate software and systems applications.
- ◆ Proven competencies in installation and use of a variety of computer software including but not limited to Microsoft Office 365, Respondus Lockdown Browser.
- ◆ Familiarity with Ellucian Banner ERP.
- ◆ Three years' experience managing help desk software system, preferably Spiceworks.
- ◆ Three years' experience in Blackboard LMS administration.
- ◆ Ability to debug and resolve student and faculty issues with Blackboard LMS.
- ◆ Demonstrated experience with e-mail and the Internet.
- ◆ Ability to manage multiple priorities and assignments

QUALIFICATIONS

Education:*	Two (2) years or equivalent of postsecondary education with a minimum of 18 semester hours in computer science, electronics or related area AND appropriate CompTIA A+ and ITIL certifications or equivalent help desk related certification OR Bachelor's Degree in IT related discipline.
Experience:*	Nine (9) years of experience in a related position to include technical support, <i>with three (3) years as Help Desk/LMS Support Specialist I.</i> <i>*The College may consider a combination of education, training, and experience that provides the necessary skills and abilities to perform the duties of the position.</i>
Personal Qualities:	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.