



## Technology Systems Specialist

Job Order 601839  
May 22, 2018

**Department:** Learning Solutions  
**FLSA Status:** Non-Exempt  
**Union Code:** ESS  
**Salary Grade:** E

**Reports To:** Manager, Learning Design & Innovation  
**Amount of Travel Required:** Occasional  
**Positions Supervised:** None

**LOCATION:** Green Bay Campus

**STANDARD HOURS:** 37.5 hours a week; Typical hours Monday through Friday 8:30 a.m. to 4:30 p.m. with flexibility required to work other hours as necessary.

**MINIMUM STARTING RATE OF PAY:** \$26.99 per hour

*\*Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

Required online application available on website: [www.nwtc.edu/jobs](http://www.nwtc.edu/jobs)

**Location:** Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

***The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.***

### POSITION SUMMARY

Manage daily operations of the Learning Management System (LMS) and Curriculum Documentation System (WIDS). Serve as the subject matter expert and lead for configuring and maintaining these systems. Demonstrate strong customer service with the ability to provide exceptional service to users (students, faculty, and staff) throughout the NWTC district. Work collaboratively with IIT, Talent Development, and external vendors to ensure that the instructional and Student Success needs are met as they relate to these systems.

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

#### Essential Functions Statement(s)

- Manage daily operations of the Learning Management System (LMS) and Curriculum Documentation System (WIDS), including permissions management, course template management, course creation and semester setup, archiving, retention of courses and organizations, and integrations between systems.
- Partner with internal departments (e.g., Talent Development, Help Desk, Library, Corporate Training & Economic Development) to provide technical support to students, faculty, staff, and external partners.
- Collaborate with IIT regarding the evaluation, testing and installation of all system upgrades, patches, building blocks and third-party integrations as they relate to the LMS.

- Serve as a liaison between the College and vendors to support third-party integrations into the LMS.
- Track and report system utilization and support-related metrics (e.g., trends in user activity, support tickets and knowledgebase inquiries). Utilize metrics data to inform processes and develop support resources for end users.
- Partner with internal departments to develop and maintain resources and documentation related to the LMS and Curriculum Documentation systems.
- Provide input into the development of policies and procedures related to the LMS and Curriculum Documentation systems.
- Consult with internal departments to develop and communicate change management standards, policies and procedures for the LMS and Curriculum Documentation systems.
- Test and implement functionality enhancements, operational productivity, and efficiencies for the LMS and Curriculum Documentation Systems.
- Maintain knowledge of trends, enhancements, and developments of related software that integrates with the LMS and Curriculum Documentation systems.
- Serve as the Learning Solutions representative to the IIT Change Advisory Board.
- Serve as a member of the Wisconsin Technical College System Curriculum Management Solution (WIDS) Site Administrator group.

## **POSITION QUALIFICATIONS**

### **Competency Statement(s)**

- Values - Demonstrate behaviors and action that support the College's values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented – Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Communication, Written – Ability to communicate in writing clearly and concisely.
- Communication, Oral – Ability to communicate effectively with others using the spoken word.
- Interpersonal – Ability to get along well with a variety of personalities and individuals.
- Tactful – Ability to show consideration for and maintain good relations with others.
- Active Listening – Ability to actively attend to, convey, and understand the comments and questions of others.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Reliability – The trait of being dependable and trustworthy.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.

## **SKILLS & ABILITIES**

**Education:** Associate's Degree in Computer Support, Web Development or related technology-focused degree

**Experience:** Minimum of three years related experience in a team-based environment required with 1 year of direct Learning Management System support preferred.

### **Computer Skills**

Advanced knowledge of: Microsoft Office, Learning Management Systems (Blackboard Learn preferred), SIS system (PeopleSoft preferred), SQL Server, Flat Files, Command Line processes, batch processes. Experience with a wide variety of computer hardware and software systems. Technical knowledge of server and web technologies. Experience with web design / programming (HTML, CSS, Javascript) and / or PHP / Python / Ruby preferred, but not required. Aptitude and desire to quickly learn new systems and technologies.

## PHYSICAL DEMANDS

### Physical Demands

Stand	O (Occasionally)	<b>Lift/Carry</b> 10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	N (Not Applicable)
Sit	C (Constantly)	21-50 lbs	N (Not Applicable)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	N (Not Applicable)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	N (Not Applicable)	<b>Push/Pull</b>	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	N (Not Applicable)
Squat or Kneel	N (Not Applicable)	26-40 lbs	N (Not Applicable)
Bend	N (Not Applicable)	41-100 lbs	N (Not Applicable)

<b>N (Not Applicable)</b>	Activity is not applicable to this occupation.
<b>O (Occasionally)</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
<b>F (Frequently)</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
<b>C (Constantly)</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.