

JOB INFORMATION

Effective Date	10/2/2023
Job Code:	3984
Job Title:	Learning Technology Administrator I
Salary Grade/Structure:	004 - Computing
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Academic Affairs
Job Family:	IT Instructional Design
Job Summary	The Learning Technology Administrator I (LTA) acts as the daily point of contact for faculty, staff and students to resolve problems and coordinate communication issues related to web based course availability and readiness. Investigates and resolves faculty, staff, and student problems and identifies areas where additional support personnel are required for assistance. The LTA assists the learning platform administrator(s) in preparing the development, test, and production servers used for Web-based instruction. Acts as the backup administrator for all administrator activities.

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree		Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
Some	experience administrating course management systems or other server-based software including providing support for proficient and non-proficient users. (Examples include: WebCT CE 4.1, WebCT/Blackboard Vista, Blackboard 9.1, Sakai CLE, Moodle, Oracle Database, and Microsoft SharePoint.)	Required	
Less than 3 yrs	One year of experience providing system administration and/or end-user software support in higher education.	Preferred	
Less than 3 yrs	One year of experience administrating Blackboard Learn 9, including providing support for proficient and non-proficient users	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
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Knowledge, Skills and Abilities

KSAs	Proficiency
• Ability to communicate fluently and tactfully in both oral and written English.	Skilled
• Knowledge of the learning management systems employed by UHCL.	Skilled
• Skills with both MacIntosh and PC operating system platforms.	Skilled
• Ability to have a positive customer service attitude in an environment of changing focus and priorities when under pressure.	Skilled
• Knowledge of system life cycle methodology as it relates to testing, backups, and migration of programs from Development to the Production environment.	Skilled
• Ability to troubleshoot on multiple platforms and web browsers.	Skilled
• Knowledge of security issues pertaining to the World Wide Web.	Skilled
• Ability to triage issues based on priority and impact.	Skilled

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Conducts ongoing learning management system and supporting technology maintenance duties such as monitoring usage and performance issues, creating/updating documentation, developing and revising standard operating procedures, calendars and schedules.	25%
• Provides support and/or assistance to faculty, staff, and others who are engaged in delivering web-based instruction.	25%
• Collaborates with Instructional Designers, Database Administrators, Application Development, university support staff, management and Blackboard support so all issues are properly triaged and resolved to an acceptable solution.	25%
• Tests and supports upgrades to the servers and related software used in course delivery and related mechanisms.	15%
• Performs related duties as assigned by supervisor.	10%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description