

MT. SAN ANTONIO COLLEGE COMMUNITY COLLEGE DISTRICT

SALARY SCHEDULE: A
SALARY RANGE: 124

CLASS TITLE: INFORMATION TECHNOLOGY SPECIALIST – ACADEMIC APPLICATIONS & PORTAL CONTENT

BASIC FUNCTION:

Under the direction of the appropriate Information Technology Manager, perform technical applications administration and user operational duties for applications supporting Instructional Technology, the College web portal and related applications. This includes, but is not limited to, Online Learning Management (OLM) platforms such as Blackboard, Moodle and Desire2Learn, web portals including the SungardHE Luminis portal integrated with SungardHE Banner. Additionally, day-to-day functional support of other assigned servers and applications supporting teaching and learning.

Primary responsibilities include maintaining a high level of expertise on such systems including the applications, underlying database and web technology and expertise in the use of such applications by Faculty and Students. In addition, the Instructional Technology Applications Administrator will work closely with administrative systems and academic technology personnel to insure seamless integration of all systems, and a high level of system availability and usability.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Supply technical support for Faculty and Students using an Online Learning Management System and College web portal as well as other Instructional Technologies in use

Perform regular operations and maintenance of the OLM system, web portal and related components to ensure high availability and access to the application(s)

Coordinate as needed with the OLM application vendor(s) to resolve issues, schedule corrective patches and upgrades and resolve bugs and usability issues
Perform appropriate system processes for semester/term start up and close out of the OLM system

In a collegial fashion, participate as a key team member with other Information Technology and College Staff related to critical system integration and ongoing technology implementations

Review user needs and requests, develop proposed solutions to needs and Requests for Enhancements where required; participate with IT teams in the development and adherence to project schedules

Adhere to College standards and procedures for implementation support and use of Instructional applications and technologies

Enhance and support Faculty use of Instructional applications in a Web environment

Participate in training of Faculty in the use of current instructional technologies including, but not limited to, learning management systems and web portal

Actively participate in support required for successful use of current and emerging instructional technologies as an integral member of the information technology help desk team including responding to and resolving help desk tickets related to instructional technologies and applications

Administer portal messaging and communications

Support the portal online course studio environment

Work closely with College Faculty and Staff related to portal communications, content and usage

Team with programming staff on portal, OLM system and web applications integration with the Mt. SAC Banner system

Develop sophisticated portal channels, applications and communication tools

Co-chair the college portal advisory committee

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Sungard Higher Education's Banner system including the integrated Luminis portal

Experience with Luminis/Banner integration and single sign on of OLM systems and other web based applications

Solid knowledge of Linux, UNIX, AIX OS based platforms including application installation configuration and management

Specific Unix procedures/commands related to RDBMS analysis and programming

Security procedures and processes in a web portal and RDBMS environment.

Principles and techniques of Web based systems accessing RDBMS data

ABILITY TO:

Work effectively as part of a technical team working on cross-module integration

Plan, organize, program and participate in testing and implementation of Portal, OLM and web applications including integration with SungardHE Banner

Assist in planning, coordinating and conducting SGHE Luminis portal, OLM, Web application and appropriate Banner training

Communicate effectively both orally and in writing at both the technical level and with applications users

Learn new technologies and develop related required skills rapidly and effectively

EDUCATION AND EXPERIENCE:

Associate Degree in Computer Science/Information Systems or related field, or equivalent work experience. Three years of increasingly responsible experience in computer systems including support of web application, online learning management systems and portal environments. Experience in a SungardHE Banner/Luminis environment is preferred. Specialized training and experience in supporting, enhancing and administration of web applications, online learning management systems and portals.

OLM system and portal experience in a California Community College environment. Working knowledge of Sungard Higher Education's California Baseline (CALB) enhancements is preferred.

Experience with implementation of all software technologies and API's relates to and integrating with the Sungard Higher Education Banner product line and components of the UDC Solution.

Minimum of 2 years hands-on experience working with Linux/Unix operating system environment supporting OLM systems, web application and portal systems. In addition, experience in utilizing Internet tools in creating user friendly, secure and effective web application and portal access to Oracle RDBMS data for secure inquiry, update and reporting is required.