

JOB TITLE: Distance Learning Specialist
PAY GRADE: CL 22
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general direction from assigned manager, provides administrative and technical support to the Distance Learning (DL) program; provides technical support to Learning Management System (LMS) users; serves as LMS site administrator, including modifications to global settings of Cascading Style Sheets (CSS), JavaScript, and adherence to District branding; and designs, develops, and maintains tutorials, usage guides, and other resources for users.

REPRESENTATIVE DUTIES

The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provides technical support to District's DL and Instructional Technology program as the LMS site administrator; provides support for online technology, multimedia, and other related technical issues or questions; serves as point of contact for LMS support ticket system; troubleshoots user technical problems and notifies or alerts faculty and DL staff; provides on-call technical support, as needed and occasionally on weekends or evenings, including, but not limited to, resolving urgent LMS issues, troubleshooting course changes and faculty access, and administering Merge, Blueprint, or Sandbox requests; monitors automatic upload process from District's Banner Enterprise Resource Planning (ERP) system to LMS and works with Information Technology Services (ITS) to resolve issues; assists in the development and implementation of program policies and procedures.
2. Creates and processes LMS reports, including user data, third-party application data, and usage; utilizes databases to generate relational tables and creates data queries for export; works as liaison between Research and ITS to provide custom LMS reports; researches and resolves Software Installation Script (SIS) data discrepancies; extracts data from LMS and creates custom queries in database applications to generate batch upload files for mass enrollments, credit and non-credit course shell generation, and user additions; creates and utilizes Application Programming Interface (API) calls for upper-level reporting and information extraction of LMS data.
3. Administers global site settings and integration with LMS for various third-party multimedia and educational content; responsible for all third-party integrations by utilizing Learning Tools Interoperability (LTI's), Extensible Markup Language (XML), development keys, and token generations; serves as Backend Administrator for LTI accounts and District TechConnect Zoom accounts; supports the functionality of LMS for the online program.
4. Utilizes LMS beta and test sites for testing third-party integrations, LMS global setting modifications, extracting archives of course backups, and other related functions.
5. Creates and maintains training and other technology -related content for LMS resource shells and Sierra Solutions Center (District help/work ticketing system); creates user requested shells, including Blueprints, Sandboxes, and committee/ departments; provides consultations and training on usage.

6. Hosts live virtual access hours to provide technical support for online learning, LMS, and other questions or issues, provides technical assistance and individual training to faculty, staff, and students.
7. Maintains and modifies CSS and JavaScript files for LMS site theme settings; appends and writes CSS and JavaScript code to add or remove navigations icons and other site functions and appearance; maintains and modifies other theme related items, including color-codes, fonts, icons, and logos, to meet District branding standards.
8. Installs, configures, and maintains specialized software and peripherals that support department projects; tests programs to ensure compatibility with current operating environment; configures software to communicate with peripheral equipment; performs repair and maintenance of electronic media equipment.
9. Maintains department budget; researches and purchases materials and supplies; inventories existing supplies and materials; determines future needs; discusses new products or special needs with vendors; prepares and submits requisitions; works with District staff to obtain materials and supplies; maintains expenditure records and prepares reports.
10. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Methods, processes, procedures, and best practices for distance learning, including Learning Management Systems (LMS) and back-end management, mobile application technology, multimedia technology, and related computer programs.
- General principles of database management and report creating, including queries, relational tables, and data reporting.
- Principles and practices of technology training.
- Methods, techniques, and best practices of public relations, media, and communications.
- Federal, state, and local laws and regulations regarding copyrights, trademarks, licensing, and communicating with students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Research and analysis methods.
- Principles and procedures of record keeping and filing.
- English usage, spelling, grammar, punctuation, and vocabulary, including proofreading and formatting techniques.

Ability to:

- Provide technical expertise and training for Distance Learning and LMS, including troubleshooting and problem resolution for LMS and educational technology issues.
- Utilizes database applications and relational tables to create custom reports from LMS data.
- Create and maintain user guides, resource databases, and other tools for LMS usage and troubleshooting.
- Plan and organize work to meet changing priorities and deadlines.
- Maintain up to date and accurate records, manuals, publications.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including specialized programs and coding languages used in Learning Management Systems (LMS) such as Application Programming Interface (API), Cascading Style Sheets (CSS), JavaScript, and developer keys.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently or collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to the completion of the twelfth grade or General Educational Development (GED) supplemented by specialized training or college level course work in computer science, information systems, multimedia, or a related field.

Experience

- Two years of increasingly responsible technical experience in educational technology and/or distance learning support.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025