**Learning Support Specialist I Standard Job Description**

**Classification Title:** Learning Support Specialist I

**FLSA Exemption Status:**Non-Exempt

**Pay Grade:** 8

**Job Description Summary:**

The Learning Support Specialist I, under general supervision, assists in the technical use of the Learning Management System (LMS) and integrated instructional technologies through training and support to include the development and maintenance of knowledge articles and process documents. Assists with the administrative functions of preparing courses for new academic terms.

**Essential Duties and Responsibilities:**

**40% Training and Support**

* Trains and supports faculty in the features of the LMS and the use of third-party instructional technology software which integrates with the LMS.
* Aids with training needs for both faculty and students.
* Maintains up-to-date expert knowledge and skills on evolving LMS features and procedures.
* Identifies, researches, and communicates browser/tools, operating system capabilities, and related issues regarding the LMS.

**30% Technical Support**

* Resolves faculty technical course delivery issues via telephone and remote access in a timely manner.
* Works with students, faculty, and staff at various institutional levels to troubleshoot and resolve end-user related support issues.
* Documents, researches, and suggests solutions for LMS course delivery issues.
* Assists in managing the implementation of new technologies for instructional use.

**10% Administrative Functions**

* Maintains supplemental web content related to the LMS.
* Assists with the administrative functions of the LMS.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education:**

* Bachelor’s degree in Technology or related field, or equivalent combination of education and experience.

**Required Experience:**

* One year of related experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing, spreadsheet, and database applications.
* Excellent verbal and written communication skills.
* Strong interpersonal skills.
* Ability to conduct face-to-face, online, and verbal presentations.
* Ability to communicate technical information and instructions.
* Excellent customer service skills.
* Ability to work independently once given a project.

**Additional Information**

**Machines and Equipment:**

* Computer
* Telephone
* Calculator

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**