**Learning Support Specialist II Standard Job Description**

**Classification Title:** Learning Support Specialist II

**FLSA Exemption Status:**Non-Exempt

**Pay Grade:** 9

**Job Description Summary:**

The Learning Support Specialist II, under general supervision, works in close collaboration with faculty and staff to provide exceptional support services across learning spaces, with a particular emphasis on assisting in maximizing the effectiveness of a variety of learning systems. Serves as an advocate for the integration of innovative technology and the advancement of the efficiency and effectiveness of the learning environment.

**Essential Duties and Responsibilities:**

**40% Technical Support and User Assistance**

* Provides technical support to end users experiencing difficulties with navigating the LMS and online courses.
* Assists in the testing of new LMS features and configurations.
* Maintains up-to-date expert knowledge of evolving LMS features and procedures.
* Communicates upcoming changes and expected impacts to team and end users.

**20% Account Management and Reporting**

* Manages and updates LMS accounts with supervisory permissions.
* Prepares quarterly reports for LMS usage and user statistics.
* Creates custom reports for statewide Adult Education and Literacy programs.
* Compiles and analyzes LMS usage statistics for Adult Education and Literacy programs.

**10% Documentation and Resource Development**

* Builds and updates LMS documentation and video tutorials.
* Maintains a current database of technical assistance resources for LMS end users.
* Updates existing resources as LMS features or user needs evolve.

**10% Training and Development**

* Provides training for major updates and changes as needed.

**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 a Technology or related field, or equivalent combination of education and experience.

**Required Experience:**

* Two years 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 customer service and time management skills.
* Strong verbal and written communication skills.
* Strong interpersonal and organizational skills.
* Ability to present information clearly and concisely.
* Ability to work independently.

**Additional Information:**

**Machines and Equipment:**

* Computer
* Telephone
* Copier/Printer

**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**