

Analyst, IT Systems - Blackboard
Austin Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=163927>

Downloaded On: Oct. 23, 2021 9:25am

Posted Jul. 26, 2021, set to expire Nov. 23, 2021

Job Title Analyst, IT Systems - Blackboard

Department

Institution Austin Community College District
Austin, Texas

Date Posted Jul. 26, 2021

Application Deadline Open until filled

Position

Available immediately

Start Date

Job Categories Classified Staff

Academic Field(s) Information Technology

Apply Online Here https://eapps.austincc.edu/ehire/posting/online_version.php?job_num=2107038

Apply By Email

Job Description

Job Number 2107038

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Closing Date: 08/06/2021

Take me to ACC's online application.

Position Information

Location

Service Center

Hours

Typically Monday - Friday 8 am to 5 pm

Salary

Professional 5/125 (\$59,830.00 - \$85,471.00)

FLSA Status

Exempt

Reports To

Sr. Manager, LMS Services

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Criminal Background Check

Pre-employment criminal background checks are required for all Staff and Faculty positions. Pre-employment urinalyses drug screens are also required for all top candidates considered for positions in ACC's College Police department.

College Profile

Austin Community College (ACC) is a public two-year institution that serves a diverse population of approximately 41,000 credit students each fall and spring semester. We embrace our identity as a community college as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriately applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

Reflects the diversity of our community.

Values intellectual curiosity and innovative teaching.

Is attracted by the college mission to promote equitable access to educational opportunities.

Cares about student success and collaborates on strategies to facilitate success for underrepresented populations.

Welcomes difference and models respectful interaction with others.

Engages with the community both within and outside of ACC.

Our Mission

The Austin Community College District promotes student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and

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workforce training in its service area.

For more information, see <http://www.austincc.edu/about-acc/mission-statement>.

Commitment to Equity and Inclusion

ACC is committed to the ongoing systemic changes needed to ensure the increased recruitment, inclusion, retention, and completion of historically underserved and underrepresented populations. Through continual strategic community engagement and professional development of administrators, faculty, staff, and students, the college demonstrates its dedication to fostering a culture and climate for equitable outcomes.

As an open-access and low-cost institution, ACC is proud to serve a diverse student body. Dedicated faculty members are excellent professors who help students achieve their educational goals and are sensitive to the diverse cultures and socio-economic backgrounds of our students. The College values and is committed to equity, diversity, and inclusion throughout the College community.

General Statement of Job

Within the LMS team, you will help with implementing, administering, and supporting LMS applications based on internal client requests and IT project management principles. To install, implement, administer, and support Information Technology (IT) software applications based on IT project management principles.

Description of Duties and Tasks Essential duties and responsibilities include the following. Other duties may be assigned.

Supports, serves, installs, and maintains third party college-wide Learning Management System (LMS) and associated third party applications at Austin Community College (ACC).

Coordinates troubleshooting with System Administrators to resolve system-related problems, such as user support and problem resolution.

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Works with vendors on product issues and opportunities for continuous product improvement.

Monitors designated applications and takes corrective action to prevent or minimize system downtime.

Assists with developing policies, workflows, information technology practices, queries, procedures, programs, scripts, or webpages as required.

Creates administrator and user documentation and trains personnel on new applications software.

Provides upper-level support and guidance to users, ranging from beginners to expert users, having difficulties with applications.

Collaborates on special projects and may track and allocate software licenses as needed.

Keeps current with the latest technology; regularly attends technical training in order to maintain technical expertise.

Knowledge Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Information Technology common business needs and project management practices.

Application software components, systems and functions.

LMS-specific knowledge, preferably Blackboard, Blackboard Collaborate, Blackboard Outcomes, Respondus, VoiceThread, etc.

Skills Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

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Maintaining an established work schedule and providing on-call assistance, including some nights and weekends.

Establishing and maintaining effective working relationships with a broad range of users that are both technical and non-technical.

Troubleshooting techniques used to resolve application-related problems.

Ensuring availability, dependability, and reliability of assigned applications.

Maintaining confidentiality of work-related information and materials.

Effectively using interpersonal and communications skills including tact and diplomacy.

Communicating effectively through oral and written communications.

Technology Skills

Use a variety of spreadsheet, word processing, database, and presentation software with emphasis on statistical charts, tables, and graphs.

Required Work Experience

Two years related work experience.

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Preferred Work Experience

Experience with System Administration of Blackboard Learn and related products.

Two years working with mission-critical enterprise systems.

Public sector or higher education experience is highly desired.

Required Education

Bachelor's degree.

Preferred Education

Bachelor's degree in business information systems (IS), computer science or a related field, or equivalent related IT experience.

Physical Requirements

Work is performed in a standard office onsite.

Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.

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Occasional lifting of objects up to 10 pounds.

Safety

Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

HR Use Only

Created 5/3/2021.

ACC Benefits Overview

Full-time Faculty and Staffing Table employees who work in full-time and/or part-time positions at the College are eligible for ACC medical benefits effective the first of the month after their first 60 days of employment. Benefits include medical, dental, life insurance, short and long term disability, retirement plans and AD&D.

ACC does not participate in Social Security. ACC participates in the Teacher Retirement System of Texas (TRS) and the Optional Retirement Program (ORP-Faculty Only). Part-time and Hourly employees participate in the ACC Money Purchase Plan (ACCMPP) as a retirement program required by Federal law.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and

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responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC as its discretion to enable individuals with disabilities to perform the essential functions.

Austin Community College provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

As required by the US Department of Education, employees are required to report violations under the Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact