PERALTA COMMUNITY COLLEGE DISTRICT – November 2015

CLASSIFIED JOB DESCRIPTION
SEIU, Local 1021

SENIOR EDUCATIONAL WEB TECHNOLOGY ANALYST
(SEIU Salary Range 123)
Job Code: 993

CLASS PURPOSE

Under the direction of the Director of Academic Affairs, the incumbent is responsible for the development and maintenance of mission-critical, district-wide administrative online course management system (CMS), and responsible for development, maintenance and support of Peralta's websites.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Ensure that courses are imported correctly from the Student Information System (SIS/PeopleSoft) into the Learning Management Systems (LMS) and that instructor's and student's data are imported correctly from the SIS (PeopleSoft) into the appropriate courses and sections in the LMS.

- Collaborate with IT to solve technical issues related to SIS integration and enrollment; update and delete courses and enrollments according to the district's policy.

- Gather requirements for any changes to the PeopleSoft Canvas program and work with the IT team to make the program changes, test and push the changes to the production environment.

- Ensure users can access LMS through SSO by adjusting the accounts as necessary, making sure the name changes, course drops, course cancellations, etc., in PeopleSoft, are reflected correctly in LMS.

- Support operations in the LMS, including account provisioning, access, and user permissions, i.e. create, edit, and delete non-credit, sandbox, and template course shells, parent/child courses, and sub-accounts.

- Update the blueprint course every semester with new training modules and services appropriately and apply the blueprint to all courses before the semester begins to ensure that students/faculty have orientation modules to use accordingly.

Job Description: Senior Educational Web Technology Analyst

- Assist faculty/students with Tier 2 support needs for the approved Learning Tools Interoperability (LTIs) like Ally, Namecoach, Techconnect zoom, NetTutor, Labster, BeyondLabz, Voice Thread, Canvas Studio, Turnitin, Hypothesis, Padlet, MyOpenMath, WileyPlus, Google apps, Macmillan Learning, Pearson Mylab & Mastering, 3C Media, Respondus Lockdown Browser and any other course specific LTIs.

- Assist in setting up faculty evaluations within Canvas and with evaluations done through Class Climate (Scantron machine software);-assist with combining the courses, setting-up course-specific LTIs as requested by the faculty, and setting-up access for Student Accessibility Services (formerly DSPS) and other staff when needed.

- Update and maintain custom Canvas (JavaScript, CSS) code at the root level and for each college sub-account and test new Canvas features on the Beta environment released by Instructure and enable them in the production environment as necessary.

- Work with IT to set up the AWS environment and data visualization tools such as Microsoft Power BI or Tableau to process the data from Canvas Data Portal, create analytical reports, and generate credentials for Canvas Data API access when requested.

- Conduct a one-on-one meeting with individual faculty and staff as needed to address or resolve issues related to LMS or LTIs, develop and publish "how-to" documentation and videos to guide users.

- Assist college libraries with integrating Kanopy, EBSCO LTI, and setting up direct links to resources within Canvas.

- In coordination with the DE leadership, serve as the primary point of contact for vendors related to the LTIs in requesting product/service quotes, invoices, usage reports. and in evaluating and installing LTIs.

- Research, evaluate and recommend new LTIs for the DE Team as requested by faculty; conduct or arrange DEMOs as deemed necessary.

- Provide or assist in coordinating professional development training related to Canvas, LTIs and related applications to faculty, staff and students.

- Work with CCC TechConnect and lead Peralta's Zoom migration, Zoom accounts administration, and assist colleges with the SARS and Zoom integration and Student Connect.

- Collaborate with the California Virtual Campus-Online Education Initiative (CVC-OEI) and IT team to integrate the systems for the CVC-OEI Exchange and ensure that the courses from all Peralta's four colleges are made available on the CVC Exchange every semester.

- Collaborate with the DE team and LTI vendors in the ordering and/or renewal of the LTIs' software licensing including the coordination in resolving any application or technical issues that may arise.

- Collaborate with the District Distance Education (DE) Subcommittee on new and revised processes, DE Plans and Goals, participate in District DE Subcommittee and DE Coordinator's meetings and provide updates and recommendations related to LMS, LTIs, DE processes, etc.

- Assist in drafting communications and alerts within the LMS and the instructional design of course templates.

- Work with the Marketing team to make sure the Canvas landing pages on the Peralta website are set up properly. Update the Distance Education Department webpage with the subcommittee meeting dates, agenda, minutes, notes, and other DE related documents.

- Ensure Moodle servers and databases (Linux, Apache, MySQL, PHP stack) hosted on the Microsoft Azure environment and the archived Moodle servers and databases are appropriately maintained Assist faculty with retrieving the archived Moodle courses/grades and importing them to Canvas, if needed.

- Use relevant technologies to script and automate critical processes, as necessary.

- Monitor system usage and generate reports for assessment and data-driven decision-making.

- Participate in appropriate local workshops, seminars, and demonstrations; collaborate with colleagues at peer institutions; subscribe to professional listservs and stay current with emerging teaching and learning technologies when possible.

- Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Completion of a Bachelor's Degree from an accredited college or university in computer information systems or a related field **AND** two (2) years of experience in the development of mission-critical applications,

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OR

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2. Six years (6) of experience in the development and maintenance of mission-critical enterprise-wide administrative software systems,

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OR

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3. Any combination of education and relevant work experience that would provide the knowledge, skills, and abilities to perform the duties of this position.

4. Examples of relevant knowledge, skills and experience include:

   - Knowledge of principles and methods of online course management systems and website and course management systems

   - Knowledge of PHP, HTML, Java, WordPress web platform and other website programing tools

- Knowledge of remote hosting and cloud-based solutions for maintaining websites and course Management systems (CMS)

- Skill in analyzing systems and problems and developing new or modified programs to meet user needs

- Skill in preparing clear and concise program documentation, user problems, reports of work performed, and other written material

- Ability to analyze, design, code, test and document programs

- Ability to communicate effectively, both oral and written

- Ability to establish and maintain effective working relationships with those contacted in the course of work

5. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Completion of a Master's Degree from an accredited college or university in computer science or a related field.

- Five (5) years' experience with application development, preferably in an educational environment.

- Experience with technical support, programming and database management for WordPress, Moodle and/or similar platforms.

- Experience with web development tools and/or products, such as WordPress, HTML, JavaScript, ASP.NET, XML, SQL/SQR, etc.

- Experience with legacy system migration (IBM, CICS, VSAM), data warehousing

ENVIRONMENTAL DEMANDS

- Occasional work performed alone

- Constant work around and with people

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs

- Occasional lifting and carrying up to 15 lbs.

- Occasional pushing and pulling up to 20 lbs.

- Occasional twisting of body

- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

Standard Office Equipment.