



JOB INFORMATION

Job Code:	165676
Job Title:	Learning Systems Specialist
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Systems Administration
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Supports the use, operation, and maintenance of learning management systems and applications. Provides end-user support, performs system analytics, investigates and resolves general learning management system issues, and participates in application upgrades and enhancements.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	
	X	2 years	of hands-on experience with learning system technologies, systems programming and/or technical support experience.

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Working knowledge of system administration.
X		Experience with Cornerstone Learning or comparable learning system.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Exceptional interpersonal, oral, and written communication skills.
X		Demonstrated ability to present ideas and solutions in non-technical, business-friendly terms.
	X	Demonstrated analytical, problem-solving, and collaboration skills.

Other Job Factors

- Must be available to work off-hour shifts and provide on-call support as required.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides end-user support for learning management systems by troubleshooting access and course related issues. Receives and responds to inquiries for assistance and works to provide information and resolutions based on customer needs, referring more complex problems to appropriate staff. Installs, tests, and assists users with the implementation of learning tools as required.				
Plans and executes maintenance and operational tasks for learning management systems (e.g., new installations, mass course assignment uploads, conversions, etc.). Performs analytics for learning management systems and prepares use, performance, and other custom reports as requested.				
Participates in application upgrades and enhancements by analyzing requirements, changes, and completing testing. Investigates and resolves general learning management system issues as well as those relating to integrations to and from other systems.				
Develops documentation and user help aids. Supports technology related training efforts and collaborates with internal and external stakeholders to improve virtual and physical support presence. Monitors developing technology-based learning trends and changes to policies, procedures, and regulations.				
Participates in professional associations to stay informed of new developments and technologies. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected

under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.