



The **ACADEMY**

South Bay Regional Public Safety Training Consortium

560 Bailey Ave., San Jose, CA 95141 ♦ Phone (408) 229-4299 ♦ Fax (408) 229-4298

LMS & Application Support Specialist

Job Description

SALARY – Range 100

\$5,105.99-\$6,206.36. MO.

DEFINITION

Provide software and application technical support and assistance to Academy staff and guests using tools including, Microsoft Office, Adobe Acrobat, FileMaker Pro, DocuSign, Eventbrite, SurveyMonkey, Dropbox, etc. Support and train staff using the Academy's in-house student information system (PSTC). Act as technical liaison between Academy staff and system developers; assess process and component functionality, troubleshoot and assist developer with system bugs; and manage, assess and promote user requests for additional functionality. Develop, manage and support the Academy's Learning Management Systems and assist and train staff and instructors.

ASSIGNMENT

Hourly 40 hours per week

Monday thru Friday, 8am - 5pm (as required)

DISTINGUISHING CHARACTERISTICS

This position requires strong organizational skills, attention to detail, strong working knowledge of office software and applications, database fundamentals, learning management systems, a technical mindset, and the ability to manage multiple projects and activities simultaneously. An ability to self-initiate, work without close supervision and communicate with others is also required.

EXAMPLES OF DUTIES

Depending on assignment, duties may include, but are not limited to, the following:

- Provide technical support and assistance for all software and applications, escalate unresolved issues to supervisor as necessary
- Troubleshoot and repair staff documents
- Assist staff with mail merge and email information campaigns
- Develop and manage web-based Learning Management Systems & in-house computer-based training and testing; define and promote new areas of curriculum suitable for migration to LMS training; act as liaison between developers, coordinators and staff;
- Manage data for import / export between Access, MySQL, Excel and FileMaker Pro; create new database reports using Access as needed
- Create content and manage Academy's website downloads and course listings pages
- Create email campaigns for course flyer distribution to agencies
- Use the web to gather information from multiple sources in order to facilitate a specific task or research product information;



A Consortium of Community Colleges Dedicated to Innovative Public Safety Training

<http://www.theacademy.ca.gov>

QUALIFICATIONS

Knowledge of:

- Comprehensive knowledge of Microsoft Office with a proficiency in Microsoft Access and Excel
- Working experience using common office software and applications and the ability to learn new applications and processes quickly.
- Fundamental understanding of Learning Management Systems and web-based training and coursework;
- Correct English spelling, grammar, punctuation, and vocabulary;
- Modern office methods, procedures, and equipment including personal computers;
- Editing and writing techniques;
- Business arithmetic and data processing principles;

Ability to:

- Provide first and second tier support for all software and applications, escalating unresolved problems to specialized personnel as required;
- Assist with special projects;
- Adapt to and apply new technologies in a fast moving environment;
- Analyze situations carefully and adopt effective courses of action;
- Handle sensitive matters with diplomacy and tact;
- Create and maintain confidential data;
- Work with a significant degree of independence in carrying out assigned duties and schedule work to effectively meet deadlines and time schedules;
- Establish and maintain effective working relationships with staff;
- Present and express information, facts, or concepts effectively and clearly both orally and in writing;
- Be attentive to details;
- Organize, prioritize and coordinate work activities; and
- Work with a flexible schedule as required.

EXPERIENCE AND EDUCATION

Any combination of experience and education that could provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be the educational equivalent of an Associate of Arts degree and two years of related support and/or technology experience (B.A. or B.S. degree preferred.)

BENEFITS:

This is a full-time salaried position with Medical, Dental, Vision and Consortium Retirement Plan.

SALARY:

Range 100: \$61,271.88 - \$74,476.32 annually based upon 2018-19 Salary Schedule.

APPLICATION REQUIREMENTS:

Applications meeting required qualifications will be forwarded to the interview committee. It is the responsibility of the applicant to submit all application materials as a complete package by the closing date. Applications will not be considered unless the package includes the following required documents:

- Completed job application (available at www.theacademy.ca.gov)
- Resume listing education and experience
- Brief personal statement describing training, experience and qualifications
- Unofficial transcripts demonstrating minimum educational qualifications
(Official transcripts required at time of job offer)

Submit application materials to:

Ernie Smedlund/Director of Administrative Services
South Bay Regional Public Safety Training Consortium
560 Bailey Avenue
San Jose, CA 95141
Phone (408) 229-4255 Fax (408) 229-4298
Email: esmedlund@theacademy.ca.gov

CANDIDATES MUST ASSUME ALL TRAVEL COSTS IF INVITED TO INTERVIEW FOR THE POSITION.

Closing Date: January 11, 2019

South Bay Regional Public Safety Training Consortium is an Equal Opportunity Employer committed to nondiscrimination on the basis of ethnicity, race, color, language, accent, immigration status, ancestry, national origin, age gender, religion, sexual orientation, transgender, marital status, veteran status, medical condition, and physical or mental disability consistent with applicable federal and state laws. Reasonable accommodation will be provided for applicant with disabilities who self disclose.