



Corban University
Position Description

LMS Support Specialist

DEPARTMENT:	Information Systems
REPORTS TO:	Chief Information Officer
SUPERVISES:	N/A
FLSA STATUS:	Exempt/Full time (40 hours/wk)
REVISED:	January 2015

Application process at end of document

MISSION: To educate Christians who will make a difference in the world for Jesus Christ.

SUMMARY: Honors and serves God by working as a team member with other members of the Information Systems Group to develop and maintain systems which will empower competent staff and faculty to strategically implement an accredited program marked with quality and Christian distinctives while embracing the University's mission and objectives.

ESSENTIAL FUNCTIONS: The LMS Support Specialist works directly with faculty to support their efforts to educate students using the University's Learning Management System (LMS) and related activities. In this role, they will:

- Assist users with LMS software, plugin, application, and communication problems.
- Support users with Apple devices.
- Support mobile users and their devices including laptops, tablets, and cell phones.
- Serve as a primary resource for LMS security issues, information and patches.
- Manage user accounts and permissions within the LMS software.
- Mentor and train faculty on the best practices and use of the LMS.
- Perform data imports as required.
- Provides excellent customer service to faculty and students.
- Ensure compatibility and interoperability of the LMS with the other University computing systems.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Meet with key decision makers, systems owners, and end users as directed to define systems goals, and identify and resolve systems issues.
- Maintain a current knowledge of computer systems, practices and policies.
- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
- Maintain the highest ethical standard regarding software, software sharing and computer usage in compliance with the University's Acceptable Usage Policy and Employee Handbook.
- Support the university-wide efforts to recruit and retain students.
- Other duties as assigned.
- Perform other duties as assigned.



KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent listening and interpersonal skills.
- Highly self-motivated and directed. Strong customer service orientation.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Good project management skills.
- Ability to read, analyze and interpret common academic and professional journals and legal documents. Ability to respond to common inquiries or complaints from customers, or members of the church or business community. Ability to effectively present information to public groups.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.
- Understands appropriate professional clothing, personal hygiene, etc.
- Working knowledge of Microsoft Office, particularly Outlook and Excel. Ability to read log files, manipulate data, and create reports. Be familiar with XML.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's degree from an accredited institution is preferred. Extensive customer service experience and demonstrable skill could be substituted for a particular degree.
- Evangelical Christian commitment and lifestyle consistent with the university's mission as described in our Statement of Faith
- Candidates should value an environment that reflects the diversity of God's kingdom, engages in global concerns and connects culturally.

WORKING CONDITIONS:

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stoop, kneel, crouch, or crawl. The job requires sitting for extended periods of time.

The Employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or more up to 50 pounds. Specific visual abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts; in high, precarious places; and in outside weather conditions and is occasionally exposed to cold, heat, risk of electrical shock, risk of radiation and vibration. Occasional evening and weekend work may be required to meet deadlines.



Corban University is a private, co-educational, university of liberal arts, ministry and professional studies with a mission to educate Christians who will make a difference in the world for Jesus Christ. All employees are expected to model servant leadership to customers, including other employees, students and the public. Corban values and encourages qualified applicants who are diverse in gender, age, ethnicity, race and/or ability, and seeks candidates who will interact with the Corban community in a way that reflects a commitment to cultural proficiency. Where permitted by law and consistent with the school's history, mission and core values, Corban exercises religious preference throughout the University. Candidates must have a personal relationship with Jesus Christ, evidence a mature Christian faith and be an active member in a local church.

To Apply

Interested candidates please submit the following:

- A cover letter of expressed interest
- Resume
- Brief testimony
- Completed Corban staff application (found on our website: www.corban.edu/employment)

Send or email to:

Corban University
Department of Human Resources
5000 Deer Park Drive SE
Salem, OR 97317
jobs@corban.edu
FAX: 503.585.4316