



Job Description

Job Title: Online Learning Systems Specialist

Position Code:

Job Classification: Exempt

Supervisor: Coordinator of Online Learning Systems

Pay Grade: 32

Contract Length: 245 Days

Job Summary

The Online Learning Systems Specialist position is responsible for the day-to-day management, support and training for programs and systems which facilitate and enhance online and distance learning at Newport News Public Schools. Communicates with vendors, service providers, faculty, and students regarding the availability of, or changes to, distance learning systems, courses, materials, programs, services, or applications.

Essential Duties

1. Serve as division-wide learning management system (LMS) administrator and support specialist.
2. Act as liaison between vendors, service providers, faculty, and students regarding distance learning systems, courses, programs, services, or applications.
3. Deliver front-end instructional design assistance and maintenance for LMS course content, as needed.
4. Assist in the import/export of learning management system course components, modification of course configurations, and usage reports.
5. Provide support in the implementation and day-to-day operation of online learning systems, eTextbooks, and course offerings utilized across the division.
6. Support technical procedures and configurations related to course creation, content curation, and grading function system processes.
7. Train personnel on applicable learning systems utilization, functionality, and data management.
8. Coordinate training registration procedures from vendors and in-house personnel.
9. Provide primary help desk technical support for end-users on division learning management system (LMS) and other online learning systems.
10. Engage in investigative troubleshooting to resolve technical issues, respond to data requests, and elevate high priority issues to appropriate support groups.
11. Consult with administrators, staff, and technology services personnel to determine current and anticipated training needs related to the use of technology.
12. Create technical documentation in the form of end-user reference guides, video tutorials, and multimedia visual aids.
13. Develop tutorials, surveys, and process documentation to expand learning resources.
14. Research and work to meet current online educational trends as it relates to online learning systems.
15. Maintain knowledge of programs, Student Information System (SIS) enrollment and grading processes, and technology initiatives of the division.
16. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs any other related duties as assigned by the Coordinator of Online Learning Systems.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified to perform the

essential functions. Responsible for training other trainers and technical staff on current practices and requirements.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Bachelor's degree in computer science, training/human resources development, business administration, or a related field with experience in a related technology specialist/training position; and a minimum of two years of experience in education or other discipline providing knowledge of software and systems administration. Additional qualifying experience may substitute for the degree requirement on a year-to-year basis. Must possess knowledge and skills in the use and operation of various online/distance learning interfaces; basic computer skills including familiarity with word processing, database, spreadsheet, email, and webpages. Must possess the ability to establish and maintain effective working relationships with technical staff, administrators, school personnel and vendors. Must possess the ability to determine technical training needs, develop training materials, plan/conduct training programs, and evaluate/coordinate corresponding activities. Must possess strong analytical, oral and written communication skills. Overall knowledge of computer software programs relevant to online instruction. Online learning systems administration experience preferred, including end-user support.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels; physical agility to lift up to 25 pounds; to bend, to stoop, to sit on the floor, to climb stairs, to walk and to reach overhead.

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. Duties are normally performed in an office or school environment. The noise level in the work environment is usually moderate.

Supervision Exercised: None

Supervision Received: Coordinator of Online Learning Systems

This job description in no way states or implies that these are the only duties to be performed by this employee. The Online Learning Systems Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Coordinator of Online Learning Systems or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

08/2025