

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE  
JOB DESCRIPTION**

**Job Title: Professional Learning Management System Technician**

**Department: Instruction (Director of Professional Learning – Central Services South)**

**Grade H  
H.P.D. 8  
D.P.Y. 260**

**Job Description  
Date Reviewed: August 2018**

**Reports To: Professional Development Facilitator**

**Purpose of Job**

The purpose of this job is to provide administrative, technical, and operational support to the Professional Learning Center operations, with primary technical and operational support for the district’s professional learning management system (PLMS) commonly referred within the district as the Professional Learning Activities Network or PLAN. Duties and responsibilities include maintaining the online professional learning management system serving as the primary system operator to include the accurate input of teacher information, professional learning course offerings, employee attendance, individual teacher profiles, course evaluations, and related records. Duties involve regular communication with Human Resources Department staff, Technology Department staff, Instructional Department staff, teachers, and principals. Incumbent regularly troubleshoots the program for irregularities and functionality problems and communicates with the designated technology program manager or service provider to maintain accuracy of the program for all users. This position communicates and cooperates regularly with all professional learning facilitators in the school district regarding use of PLAN and provides assistance as needed.

Additionally, this position provides material support to the Online Professional Learning Facilitator to assist in the creation of online professional learning opportunities. Duties typically include taking course content and designing effective online modules for delivery.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Is the primary operator of the district's online PLMS and conducts daily operational oversight, provides input regarding program issues and/or enhancements, as well as troubleshoots the program.

Communicates with the professional learning management system service provider on matters such as updating of system data, regular functionality and system problems or issues.

Communicates with CMCSS Senior Programmers with regard to accuracy of nightly data uploads from MUNIS to the professional learning management system.

Communicates regularly with CMCSS system users (teachers and school administrators) to provide support and assistance with quality, fidelity, intensity, and commitment (QFIC) in the use of the PLMS.

Provides specialized training for teachers and staff on the use of specific professional learning management system functions as needed.

Inputs course and class offerings to the professional learning management system. Monitors workflow, program content, and system processes with regard to CMCSS In-service Procedure Guidelines.

Uses the MUNIS Program to verify employee information for the professional learning management system.

Assists Director of Professional Learning and Professional Learning department with operations and activities of the Professional Learning Center; assists in developing and implementing the CMCSS In-service Program for over 4,000 certified and classified staff.

Organizes and maintains records filing system all Professional Learning Activities and the Professional Learning department.

Maintains accurate attendance and in-service completion records.

Maintains In-service/Professional Learning transcripts for all employees; maintains historic in-service records dating back 10 years prior as per state requirements.

Provides multi-year transcripts for current and previous employees upon request. Communicates with the State Department of Education to clarify and request information concerning professional learning activities, specific guidelines, and/or procedures.

Coordinates with the Technology Department for web page updates to ensure posted information is both timely and accurate.

In conjunction with the Professional Learning Coordinator, uses PLAN to design and develop complex survey instruments primarily for evaluating and gathering feedback on professional learning activities. In addition, and as needed or requested, develops the same for Instructional staff, schools, and other departments to obtain feedback for continuous improvement. Prepares 360 evaluation reports for employees in the Instruction Department.

Prepares accurate professional learning reports and manipulates and disaggregates data for review and reporting purposes.

Supports the work of the Senior Instructional Team and Instructional Team members to include Professional Learning Coordinator, Online Professional Learning Facilitator, New Teacher Induction Coordinator, Instructional Technology Coordinator, Level Directors, Curriculum Directors, Consulting Teachers, and Academic Coaches.

Serves as an instructor/facilitator for Annual Employee Training and Suicide Prevention Training for new employees as needed.

Maintains Professional Learning department materials inventory; orders supplies such as paper, laminating film, workshop supplies, clerical supplies, etc. Communicates with vendors concerning bids for ordering information; communicates with school system delivery service to receive/send materials.

Assists with copier, laminator, and color poster maker and other Professional Learning Center equipment; orders supplies and materials for district professional learning facilitators for training activities; assists with materials check-outs and returns.

Imports and copies online content to create online professional learning opportunities.

Edits and formats video for use in online professional learning opportunities.

Effectively uses professional audio equipment to record and edit voiceover selections for online professional learning opportunities.

Troubleshoots issues reported for online learning opportunities.

Troubleshoots issues with the Professional Learning Management System related to the import, delivery, and credit status for online learning opportunities.

Provides technical assistance and hosts webinar opportunities.

Records district webinars and makes the content available to district staff through PLAN.

Provides training under the guidance of the Online Professional Learning Facilitator to build capacity with district developers to create online learning opportunities.

Prepares office correspondence as needed.

Answers telephone and provides information or direct calls/messages to appropriate personnel. Organizes and maintains filing system.

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

High School Diploma (or GED) required, with three to five years of general office and bookkeeping experience, preferably within a similar environment (or related), knowledge of complex computer operations and ability to troubleshoot or solve problem within computer programs; or any equivalent combination of education, training, and experience, which provides the requisite knowledge, skills, and abilities for this job.

**KNOWLEDGE OF JOB**

Has general knowledge of the policies, procedures, and activities of the School System and practices as they pertain to the performance of duties relating to the job of Professional Learning Management System Technician. Has thorough knowledge of Professional Learning practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Is able to develop and implement long-term goals for the department to promote effectiveness and efficiency. Keeps abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to department operations and activities. Is able to effectively communicate and interact with subordinates, supervisors, members of the general public, and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear, and effective manner. Have good organizational, management, human relations, and technical skills. Is able to use independent judgment and discretion in supervising subordinates including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations using percentages and decimals. Is knowledgeable and proficient with computers. Is able to read, understand, and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of office machines and equipment such as copiers, laminators, computers, printers, letterpress,

telephones, etc. Must be able to use body members to work, move, or carry objects or materials. Must be able to exert up to forty pounds of force occasionally, and/or up to twenty pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange financial and administrative information. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the position. Requires the ability to write reports with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Professional Development Management System Technician.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines, and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the job of Professional Development Management System Technician.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Employee's Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**