

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

**Manager, Course Management Systems (CMS)
Distance Education/Faculty Multimedia Development Center
Full-Time Position
Position Number 214252**

General Description

The Course Management Systems (CMS) Manager reports to the Dean of the Center for Extended and Distance Education and is responsible for administration and on-going management of the University's CMS.

Primary Duties and Responsibilities

- Serve as a member of the Distance Education team providing support to faculty and students in distance delivery methods.
- Manage identification and resolution of CMS issues.
- Troubleshoot browser hardware and software issues relating to CMS for faculty and students.
- Serve as the primary contact for issues related to the CMS; serve as the subject matter expert for the CMS.
- Evaluate and implement any CMS changes.
- Assist with course creation procedure and process.
- Work closely with the Dean, Instructional Technologist and Multimedia Specialist to share and develop best practices for delivery of online, enhanced and hybrid courses.
- Develop best practices and consult on the use of the CMS and associated tools.
- Monitor, maintain and backup Distance Education server, access controls and security.
- Manage the integration of additional software with the CMS.
- Assist in defining and documenting University processes, policies and procedures relating to the CMS system.
- Translate University processes and procedures directly related to the CMS to vendor, faculty and students.
- Ensure that the necessary testing, prototyping and piloting tasks for system upgrades are completed according to the agreed-upon timelines and deadlines and that related documentation is complete and accurate.
- Report progress of CMS team to Dean.
- Assist in the management of manual enrollment in the CMS.
- Assure that deliverables meet University and technical requirements.
- Relate needs of faculty and students to CMS vendor.
- Provide communication of University needs and gaps to team leaders.
- Examine CMS administrative processes for improvement opportunities.
- Assist with data conversion/interfaces from former CMSs, training, building and reviewing prototypes, converting and developing courses.
- Assist faculty with digital integration of content and exams into the CMS.
- Coordinate with the CMS vendor, in conjunction with the Dean, to resolve all technical problems that cannot be resolved at the campus or TBR level.
- Communicate news about the CMS to faculty and students, in consultation with the Dean.
- Aid in report definition.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately, orally and in writing.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to take ownership of issues and see them through to resolution with minimal supervision.
- Ability to facilitate group meetings and discussions.
- Ability to be a proactive, self-starter with strong planning, organization, problem resolution and customer service skills.
- Ability to rely on experience and judgment to plan and accomplish goals.
- Ability to demonstrate flexibility and creative problem-solving skills.
- Ability to manage and supervise backup and archival of courses.
- A wide degree of creativity and latitude is expected.
- Ability to monitor and report usage statistics.
- Ability to deliver complex technical material in a clear, concise and credible manner.
- Ability to maintain CMS support channels with all appropriate areas.
- Ability to plan and implement hardware and/or software upgrades.
- Ability to assist in development strategies for data access and reporting.
- Ability to assist in supporting distinct environments for development, test and production systems.

Required Minimum Qualifications

- Bachelor's degree required; BS/BA in a technical discipline preferred.
- Experience in coordination of multiple projects simultaneously, where multi-tasking and prioritization skills have been exhibited.
- Previous networking technology experience.
- Proficiency in Microsoft Office Suite.
- Demonstrated understanding of Windows and Apple operating systems.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Masters Degree.
- Previous work experience with Course Management Systems, preferably Blackboard, WebCT and D2L.
- Knowledge of the following: C/C++, HTML, JAVA, and Java/J2EE.
- Working knowledge of SCT Banner and the Luminis Portal product.
- Previous server and database administration experience.

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