Position Description
An incumbent is responsible to perform a full range of server and application administration, implementation and management functions for Eastern’s centrally supported instructional systems – with a large percentage of time focused on Eastern’s core instructional systems (the Blackboard Academic Suite).

Eastern’s instructional systems environment includes the Blackboard Academic Suite (Learning System), Questionmark Perception online assessment system, RealMedia’s Helix streaming media server, EWU on iTunes, Respondus, the StudyMate Author system, Blackboard Scholar, Blackboard SafeAssign, and other elearning tools and systems.

On a day-to-day basis this position is responsible to insure that Eastern’s instructional platform is running properly, accessible, properly tuned, updated and patched, and secured. Examples of the kinds of hardware and software components for which this person may have responsibilities include: computer servers, storage area networks, fiber switches, disks and/or tape backup solutions, virtualized services, MS/SQL databases, web services, ODBC connections, .NET services, and SharePoint services. The incumbent is expected to have or gain in-depth expertise with the underlying technologies and systems which constitute Eastern’s instructional platform.

Position will work as a member of a team to support Eastern’s instructional systems and their integration with other university systems and products (such as Respondus, ClassTop and Blackboard Backpack).

Position also will assist with the maintenance tasks relating to the university’s instructional application (account and course life cycle management, application...
integration, access control, etc.). Position acts as a backup to the current Instructional Systems Consultants / Application Administrators.

The Instructional Technology group within Information Resources supports the academic mission of Eastern Washington University. Information technologies are used to facilitate instruction, research, collaboration and outreach. In support of this mission this position will be responsible to:

- Provide the technical expertise required to insure that Eastern’s instructional systems are running properly, accessible, properly tuned, updated and patched, and secured. Perform technical and coordinating duties with high level of accuracy with hardware and software components of Eastern’s eLearning platform – for example: install and update computer servers; manage and monitor disk services on local and remote (SAN or NAS) storage; coordinate or provide configuration of routing protocols (manage fiber switches, iSCSI networks, RAID arrays, etc.); coordinate or execute backup services; install, configure and manage virtualized services, install, configure and manage multiple databases and insure their high availability and redundancy; install, configure, update and manage complex web and computer connectivity services such as web services, ODBC connections, .NET services, and SharePoint services. Implement or oversee intrusion prevention, data redundancy and business continuity services. Develop specific and in-depth expertise regarding all aspects of the technologies and systems which constitute Eastern’s instructional platform.

- Manage the life cycle of Blackboard course sites. This includes but is not limited to tasks such as: monitoring course site disk usage; monitoring sites with quota overrides; identifying and dealing with “orphaned” course sites; identifying sites to be archived and removed from the production system; and assisting with the generation of course archives, exports, course restorations and course imports.

- Act as a backup to the other members of the Instructional Systems group. As such, provide strategic direction and technical consulting regarding how the Blackboard platform can be enhanced.

- Assist clients in preparation of media for delivery via advanced delivery options (such as via the Helix and iTunes U systems).

- Assist in the planning, design, execution and monitoring of e-learning integration and authentication projects (for example Blackboard single sign on via Luminis or Blackboard and Questionmark Perception integration).

- Collaborate with Enterprise Systems, other university resources and external vendors to ensure system stability, reliability and recovery.

- Work with other EWU and vendor resources to establish data retention policies and procedures, database and data recovery processes and procedures.

- Attend and participate in Instructional Systems User Groups, monitor technical list serves such as BBADMIN-L, establish relationships with elearning architecture specialists at other institutions.

- Stay informed about new initiatives in elearning and elearning platform tools/solutions (virtualization, SAN, etc.). Provide technical consulting and strategic direction for future elearning projects.
• Adhere to the Office of Information Technology Project Management Consulting Practices, submit project plans as required

**Position Requirements**
Bachelor's degree or equivalent combination of education and experience. Master’s degree preferred. Certifications, training, and/or recent work experience in the areas of Windows, Unix or Linux server environments; MS SQL, MySQL or Oracle database; Microsoft IIS or Apache web server; and familiarity and the Blackboard Learning System. Minimum 2 years demonstrated experience coordinating the testing and rollout of technical solutions – with technical-level involvement. Minimum 1 year demonstrated experience with server management at the technical level – for example; installing server operating systems, evaluating and implementing server operating system updates, analyzing log files, diagnosing and resolving server errors and warnings; installing, configuring and repairing web services; managing development, test and production versions of software systems; automating server maintenance, error detection and repair; managing virtualized systems; managing complex disk systems (LUNs, SAN and NAS, data mirroring, etc.).

Previous Blackboard server or system administration experience highly desirable. Previous Blackboard Building Block programming or administration experience highly desirable. Previous account administration and authentication experience highly desirable. Exposure to Eclipse, Net Beans, and Blackboard Open API highly desirable. Previous technical work experience in an educational environment highly desirable.

Recent and extensive Windows or UNIX system administration experience required. Experience with HTML, basic web page creation, and developing web-based forms required. Some programming experience helpful. Perl, PHP, or CGI scripting preferred; Javascript, database programming, or Java desirable. Must have well-developed problem-solving abilities, analytical, reasoning and judgement skills. Must be able to work effectively in a dynamic, deadline driven, complex, team-based environment with multiple competing priorities. Excellent oral and written communication skills including ability to obtain and convey service information to others of varying levels of technical knowledge and responsibility essential. Ability to build and maintain effective working relationships to facilitate projects essential. Ability to analyze and concisely document and communicate policies and procedures. Must be able to effectively train others on processes and procedures. Familiarity with project management methodology desirable. Required to carry a University issued pager and/or cell phone to provide off hours coverage 24/7. Some weekend and holiday availability required.

**Major responsibilities:**

**Project Management**

- Schedules and coordinates tasks for projects.
- Plans, schedules, and controls university system implementations concurrently by assisting in the establishment of major milestones, itemizing tasks, estimating
efforts, computing due dates, monitoring progress, reporting status, troubleshooting, and making adjustments.

• Notifies management of problems and changes throughout the project.
• Completes major projects on time and within established budgets.
• Demonstrates the ability to estimate a project or task that is accurate and thorough based on the information provided.
• Prepares project plans, which include all tasks required for successful implementation: installation, conversions, contingency plan, and contact with clients who currently have the new product or upgrade being planned.
• Installation, conversion, maintenance, and testing may occur during nights or weekends in order to minimize any interruption in service to the end users. Reports problems and fixes to software vendors.

Systems/Application Support

• Develops, maintains, and implements applications and systems to support both users and programmers in their use of enterprise systems.
• Develops comprehensive support strategies for systems/application integration.
• Analyzes industry-wide trends and makes recommendations.
• Tests, monitors, and advises activities related to systems/application integration to maintain an environment to support the user community at all times.
• When system problems, installations, new versions, and patches occur, makes decisions in an efficient and effective manner to minimize any impact to the user environment.
• Prior to any changes to a system, take the following steps:
  o Develops a task plan and has it reviewed by the staff.
  o Develops contingency plans.
  o Analyzes what effects the proposed change may have on any other systems.
  o Remedies anticipated difficulties.
  o Informs the user community prior to the changes taking place.
  o Contacts vendor to discuss any problems that could occur.
  o Schedules the change to minimize the possible impact to the user community.
  o Meets with users and vendors to exchange opinions regarding recent progress or chronic problems.
  o Acknowledges effort and results on both sides.
  o Handles serious complaints.
  o Determines cause and effect.
  o Initiates corrective action.

Systems Analysis/Functional Consultation

• Analyzes industry-wide trends and makes recommendations to executives on improvements and efficiencies in system performance.
• Analyzes and assesses industry direction.
• Analyzes new capabilities that may be applied to the institution.
• Evaluates new products, documents characteristics, and makes recommendations.
• Assesses user needs.
• Analyzes chronic problems.
• Explores and evaluates alternative solutions that could efficiently automate user procedures and effectively satisfy user needs.
• Provides documentation and consultation informing users of systems, services, and resources available to them.
• Types of consultation include: coordinating or participating in user meetings; brainstorming sessions; assisting in the development of functional specifications and acquisition plans; interpreting, clarifying, and confirming programming service requests; and diagnosing and treating operations problems.

Standards and Procedures

Collaborate to develop, publish, administer and promote policies, procedures and standards for systems/application integration including interfaces and updates.

Professional Development/Departmental Representation

• Continues to develop professional expertise and competencies that expand personal knowledge and ability.
• Engages in professional development including:
  o Learning about new technology (products and services)
  o Learning new programming languages affecting systems/applications.
  o Learning better ways to apply and practice technology (methodologies, tools, and techniques).
  o Represents Enterprise Systems' departmental goals, objectives, policies, procedures, and accomplishments to the EWU user community and to professional contacts in a variety of external forums. Serves, when directed, as a representative of the Department or Division on one or more computer or systems/application related committees.
  o Explains major changes in the software, facilities and services.
  o Gives presentations or participates in-group discussion at professional meetings and conferences.
  o Exchanges information, experiences, or joint efforts with peer institutions.

Staff Work

• Completes assigned staff work as required to share the load, and to further the goals of the Enterprise Systems department.
• Serves on standing committees or ad hoc working groups.
• May supervise others.

Position is accountable for:

• All aspects of the university’s instructional computing infrastructure.
• Execution of data retention practices to manage the disk quota requirements (and academic records components) of the university’s centrally provided instruction systems.
• Serves as backup to the current Instructional Systems Administrators.