Sr. Analyst, IT Systems
Austin Community College

Job Title	Sr. Analyst, IT Systems
Department	Staff
Institution	Austin Community College
	Austin, Texas
Date Posted	Sep. 11, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/6559752
Apply By Email	
Job Description	

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Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -AR 4.0300.01

If you are a current Austin Community College employee, please click this link to apply through your Workday account

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:
Sr. Analyst, IT Systems

Job Description Summary:
The Senior Analyst, LMS Services serves as a technical lead in the administration, configuration, and optimization of the college's Blackboard Learn (SaaS) environment. This role ensures the LMS is reliable, secure, and fully integrated with institutional systems to support teaching, learning, and student success. The analyst collaborates closely with IT teams, academic technology staff, faculty, and instructional designers to deliver a responsive and innovative online learning experience.

Job Description:

Description of Duties and Tasks

LMS Administration & Support

- Administer and maintain Blackboard Learn SaaS, including user management, course provisioning, system configuration, and feature updates.
- Respond to service requests promptly, escalating issues when necessary.
- Manage content archiving, term rollovers, and lifecycle policies for courses and users.
- Monitor system performance and coordinate with Blackboard support on issue resolution and patching.
- Serve as Tier 2/3 escalation point for LMS-related issues from faculty, instructional staff, and help desk technicians.

System Integration and Automation

- Manage integrations with third-party learning tools using LTI 1.3, REST APIs.
- Maintain and improve authentication and access management using SAML in coordination with Identity and Access Management platforms (e.g., Okta).
- Coordinate data integration between Blackboard and the college's Student Information System (e.g., Ellucian Colleague) via SIS framework or custom scripts.

Data Management & Reporting

- Ensure data accuracy and integrity within Blackboard, troubleshoot sync issues, and audit enrollment and course creation workflows.
- Generate and automate reports for analytics, compliance, and operational use.
- Support institutional research and student success initiatives through data exports and dashboards.

Collaboration & Communication

- Work closely with other IT staff to coordinate projects and college-wide initiatives.
- Maintain a professional and customer-focused demeanor.

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General

- Maintain a high level of productivity consistent with established operational targets.
- Maintain a high level of customer satisfaction.
- Other duties as assigned.

Knowledge

- Familiarity with ITIL practices and ticketing systems.
- In-depth knowledge of Blackboard Learn SaaS, including Ultra and Original experiences.
- Familiarity with LMS APIs, LTI integrations, and system interoperability best practices.
- Knowledge of higher education academic and administrative processes, including course scheduling, enrollment, and FERPA compliance.
- Awareness of accessibility standards (e.g., WCAG), instructional design principles, and learning analytics.
- Understanding of basic SQL queries and data structures used for reporting or troubleshooting.

Skills

- Ability to effectively use ITIL-based IT Service Management technologies.
- Advanced troubleshooting and problem-solving abilities with LMS and integrated systems.
- Strong communication and interpersonal skills with the ability to translate technical concepts for non-technical stakeholders.
- Ability to manage multiple concurrent projects and deadlines with minimal supervision.
- Comfort with scripting or automation for workflow optimization.
- Must be a self-starter who can operate with minimal direction.
- Maintaining an established work schedule.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Maintaining confidentiality of work-related information and materials.

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Required Work Experience

- 4+ years of LMS or academic system support.
- Three (3) years related work experience with administering Anthology's Blackboard Learn.

Preferred Work Experience

- Experience with Ellucian Colleague or similar SIS platforms.
- Experience maintaining high-availability web applications.
- Experience with web development.

Required Education

- Bachelor's degree in Information Technology, Computer Science, Instructional Technology, or a related field.
- An associate degree and two additional years of relevant work experience may substitute for the bachelor's degree requirement.

Special Requirements

- Reliable transportation for travel in the Austin area as required.
- Ability to travel between campuses if needed.

Other Preferred Qualifications

- ITIL Practitioner-level certification or above.

Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting up to 40lbs for moving and installing IT equipment.

Safety

- Work safely and follow safety rules.
- Report unsafe working conditions and behavior.
- Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Salary Range

$88,465 - $110,581

Number of Openings:
1

Job Posting Close Date:
September 24, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and

responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Sr-Analyst--IT-Systems_R-7976

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff

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