



Blackboard Policies: System Administrative Responsibilities

Policy

System administrators are responsible for Blackboard maintenance, uptime, and troubleshooting. The primary system administrator reports to the Director, Instructional Technology Delivery Systems and acts as liaison to Blackboard Managed Hosting and Blackboard Complex Hosting. Duties include but are not limited to:

- Technical Support
- Managing snapshots
- Implementation of building blocks
- Implementation of course cartridges
- Second tier support for Help Desk
- Project lead for all upgrades
- Coordinates and creates technical documentation for Blackboard upgrades

The help desk is responsible for first tier end user support duties include but are not limited to:

- Password issues and resets
- Course enrollment issues
- Tier one support for faculty, staff and students

Training and professional development is provided by Instructional Coordinators and Instructional Designers. Duties include but are not limited to:

- Faculty training
- Document creation and maintenance
- Instructional design support
- Course development support

Course content and delivery is the responsibility of the instructor.



Helpdesk
940-898-3971
helpdesk@twu.edu
<http://www.twu.edu/help-desk>

Blackboard Support
940-898-3706
blackboard@twu.edu
<http://www.twu.edu/blackboard>

