Position Title: LEARNING MANAGEMENT SYSTEM ADMINISTRATOR
Position Status: Exempt
Reports To: Training & Development Manager
Effective Date: 01/10/11
Revised Date: 03/20/13

SUMMARY DESCRIPTION:
Under the direction of the Training & Development Manager, this position:
1) Develops and maintains a learning management system (LMS) that will meet all regulatory compliance needs and ensure data accuracy and integrity;
2) Performs multiple, high-level administrative functions in support of the organization-wide training program; and
3) Performs other duties as assigned.

DUTIES AND RESPONSIBILITIES:

<table>
<thead>
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<th>% of Time</th>
<th>Essential</th>
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<td>85%</td>
<td>Develops and maintains a learning management system that will meet all regulatory compliance needs and insure data accuracy and integrity, with duties including but not limited to:</td>
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<td>Leads in the development and administration of the learning management system, training records and associated templates to ensure staff training documentation is complete;</td>
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<td>Manages LMS functions which include monitoring course content, course approvals, and evaluation processes ensuring processes are completed within given timeframes;</td>
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<td>Creates/publishes/archives online/instructor-led courses, assigns training curricula, adds/deletes resources, monitor accounts, reset passwords, and maintain system parameters;</td>
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<td>Administers LMS and third party servers, user accounts, and network security;</td>
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<td>Sets and maintains security roles and access levels;</td>
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<td>Evaluates business requirements related to using and configuring LMS application;</td>
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<td>Provides system maintenance which includes upgrades and updates, configuration, troubleshooting, debugging, and user access testing;</td>
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<td>Analyzes, identifies, and communicates LMS system and business requirements to vendor;</td>
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<td>Maintains data integrity rules and processes for the LMS, such as course descriptions, course or class changes, and instructors;</td>
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<td>Investigates and resolves any data or system inconsistencies or discrepancies;</td>
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<td>Develops tracking mechanisms and schema to identify employee training requirements and qualification status;</td>
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<td>Creates and updates training requirements in the LMS;</td>
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<td>Leads the establishment, documentation and enforcement of registration, scheduling, and cancellation policies and procedures;</td>
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<td>Accurately tracks new, deleted, and revised items in the learning management system including assessments;</td>
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<td>Maintains all LMS instructor course materials and provides support related to document control system requirements;</td>
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<td>Processes course updates and monitors user access for monthly usage reporting;</td>
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<td>Provides ongoing technical support to the learning management system;</td>
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• Provides training and technical support to users, supervisors, administrators, and others who interact with the learning management system;
• Generates, analyzes, and distributes data reports to the Training & Development Steering Committee, Alliance departments and other Alliance staff, as needed; and
• Works with Trainers to ensure proper setup and system support for complex learning activities within the LMS.

10%  Performs multiple high level administrative functions in support of the organization-wide training program, with duties including but not limited to:
• Organizes training venues, logistics, transport, accommodations as required to achieve efficient training attendance and delivery, including virtual and in-person trainings;
• Creates, executes and maintains project-specific training plans to ensure accurate tracking of status, changing needs and requirements;
• Oversees, coordinates, monitors and evaluates day-to-day progress towards training objectives, and timely project completion;
• Ensures training stakeholders are informed of the status of their training projects, including implementation, updates and changes, and assisting with training course management;
• Develops, compiles, and distributes presentation and training materials for training presentations;
• Identifies and solves problems that would otherwise delay training project completion;
• Conducts general research, creating/updating Excel spreadsheets, building and maintaining databases, pivot tables, and preparing written reports as assigned;
• Establishes and maintains appropriate systems for measuring necessary aspects of staff training and development;
• Identifies and communicates opportunities for process and quality improvements, as well as provide feedback on real-world usage, defects, and suggested enhancements;
• Seeks opportunities to increase internal/external customer satisfaction; and
• Coordinates and staffs meetings, including scheduling meetings, transcribing, and completing meeting minutes, preparing and distributing agenda packets, preparing meeting exhibits, and maintaining all associated records.

Secondary:

5%  Performs other related duties or special projects as assigned.

EDUCATION AND EXPERIENCE:
• Bachelor’s degree in Computer Science, Computer Engineering and a minimum of one (1) year of experience performing systems configuration, database management or an equivalent combination of education and experience which would provide required knowledge, skills and abilities may be qualifying;
• Experience with online learning management systems and e-learning, course authoring software is preferred; and
• Experience with staff training program or learning management administration, process improvement, project management, working in a non-profit setting, and/or the health care industry is also preferred.

JOB SPECIFIC KNOWLEDGE, SKILLS AND ABILITIES:
• Thorough knowledge of and proficiency in the use of Windows based PC system, a range of software packages, including Microsoft Word, Excel, Outlook, and PowerPoint, and Abode Acrobat Professional is required;
• Knowledge of online learning and web-based applications;
• Knowledge of principles and practices of staff training;
• Knowledge of and proficiency in research, analysis and reporting methods;
• Knowledge / skill in current office procedures, familiar with standard office business practices;
• Knowledge / skill in operating general office equipment (computer, fax machine, scanner, etc.);
• Knowledge of general administrative procedures;
• Ability to provide problem solving and decision making skills required for responding to LMS user issues;
• Strong ability to provide clarification and feedback;
• Strong attention to detail and data accuracy;
• Strong ability to give clear direction and sequence information verbally, so others can follow and understand;
• Ability to effectively prioritize multiple tasks and deadlines, with flexibility and capacity to identify and administer competing operational priorities in a changing environment with creativity and resourcefulness;
• Ability to manage multiple projects that are complex in nature and broad in scope;
• Ability to manage group dynamics and difficult personalities;
• Ability to write and speak effectively, clearly, concisely and professionally;
• Ability to effectively communicate with vendor’s software support staff regarding system specific issues;
• Ability to simultaneously handle a large and diverse number of technical tasks and issues with tact, cooperation, and persistence;
• Ability to provide technical guidance to Alliance staff;
• Ability to ensure high administrative and service quality;
• Ability to define issues, interpret data and define options;
• Ability to create forms and letters, compile reports and various information regarding business operations, administration and other projects, as required;
• Ability to edit documents and standardize procedures;
• Ability to produce and maintain accurate records and systems;
• Ability to organize and maintain an effective filing system;
• Ability to manage information effectively;
• Ability to maintain flexibility and adjust to changing conditions;
• Ability to work with minimal supervision;
• Ability to demonstrate promptness, dependability and attention to detail;
• Ability to maintain a neat appearance, pleasant and friendly manner; and
• Ability to type at a rate of 60 words per minute required.

**ALLIANCE STANDARD KNOWLEDGE, SKILLS AND ABILITIES:**

• Ability to communicate effectively, both orally and in writing;
• Ability to establish and maintain effective and cooperative working relationships with staff and others contacted in the course of the work;
• Ability to assume responsibility and exercise good judgment in making decisions within the scope of authority of the position, including maintaining confidentiality of sensitive information;
• Ability to think and work effectively under pressure and accurately complete multiple tasks and projects within established time;
• Ability to prioritize tasks and meet deadlines;
• Ability to maintain confidentiality; and
• Maintain a valid California Driver License, transportation and automobile liability insurance in limits acceptable to the Alliance.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

• Ability to sit at a computer terminal for extended periods of time and work a computer keyboard;
• Ability to stand, bend, reach overhead and lift, carry or move objects of varying size weighing up to 10 pounds; and
• Ability to travel to places of business for meetings.

**All Alliance employees are expected to:**

• Comply with all Alliance safety requirements;
• Adhere to all Alliance policies and procedures.

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Alliance reserves the right to revise this job description at any time.