Job Descriptions and Classifications

Learning Management System Technician

Section: Support Services
Reports to: Chief of Staff
Supervises: N/A
FLSA Status: Hourly

Job Summary

The Learning Management System (LMS) Technician provides technical leadership in the support of the ILEAS LMS. This position is responsible for the support, design, development, implementation, delivery and maintenance of resources used for instructional functions. The LMS Technician position will aid in the oversight of all system installations and updates, upgrades, integrated tools both within the system tools and outside as needed. When needed, the LMST will coordinate with agencies to review needs and build relationships through recommendations and assistance in course design and implementation.

Job Duties

LMS Administration:

- Manage Users, Managers and Instructors in the LMS. This may include review and assistance in properly uploading agency databases of members and previous training records and assignments to proper user groups and rosters.
- Will have administrator rights that allow for management of all community areas within the LMS including appearance, tabs, labels, and system wide settings.
- Reviews and improves system operations and practices.
- Provides assistance to correct problems and unusual situations affecting normal operation of the LMS.
- Assists clients in retrieving data from records to ensure their goals are being met and aid in evaluating the effectiveness of the training being provided.
- Works closely with LMS vendor staff to ensure efficient functionality.
- Provides triage and troubleshooting for LMS issues whether that involves users or system problems.
- Serves as the liaison between ILEAS, the LMS vendor and users.
- Aids in the creation and maintains technical procedures and policies to ensure effective operation of the system.
- Assists with end user functional support of LMS and other technical resources.
- When appropriate, advises, designs, proposes and implements training system materials and courses to benefit user agency goals.

Job Specifications

Technical Skills:

- Ability to successfully communicate to multiple levels of technical understanding.
- A high level of understanding and comfort using various software suites primarily Microsoft Office, specifically Word, Power Point and Excel.

Job Descriptions and Classifications

- Able to work and communicate with clients in phone conversations in a constructive, respectful and polite manner.
- Self-organization skills that allow proper contact follow-up and continued attention to detail until problem resolution.
- Ability to troubleshoot technical issues.
- High level of problem solving skills.
- Working knowledge of multiple web and presentation design technologies.
- Understanding of basic LMS functions to include account management and course delivery and records maintenance.
- Ability to establish and maintain effective work relationships with users and agency representatives responsible for training system use and delivery.
- Ability to represent ILEAS in a friendly, courteous and professional manner.
- Ability to work independently and as part of a team.

Certifications/Education
Training, education, certifications, experience that results in the ability to demonstrate proficiency and excellence in LMS functionality as well as course construction and data analytics.

General Information

Work Environment
The setting will primarily consist of offices and conference rooms. Opportunities for lifting of heavy objects may occur but should be completely avoided if any lifting limitations are present.

Limitations
The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position