
Job Title	LMS Support Representative, Technology
PVN ID	PS-1610-001457
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$35,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Dec 28, 2016 (Or Until Filled)

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) has launched eighteen degrees: ten bachelor's degrees open to students with 24 or more college credits who wish to complete their undergraduate studies, and eight master's degrees, with more programs currently in development. CUNY SPS leads the University in developing and operating online degree programs, and trains faculty throughout CUNY in online instruction. CUNY SPS is also the home of the Joseph S. Murphy Institute for Worker Education and Labor Studies, which offers higher education programs for working adults and union members, and serves as a nationally-recognized center for scholarship and resources for labor, academic, and community leaders seeking a deeper understanding of labor and urban issues.

CUNY SPS seeks administrative candidates to support the NYC Administration for Children's Services (ACS) as it establishes a new professional development institute for child welfare and juvenile justice professionals in partnership with CUNY. The Coordinator will be responsible for the implementation of day-to-day learner recruitment and enrollment responsibilities, as well as collaborating on the design and development of related processes to implement the new ACS Workforce Institute. The new hire will join a team of CUNY colleagues, and will work on site at ACS offices in lower Manhattan.

Hours: 35 hours/week, daily schedule 9am-5pm

Other Duties

The LMS Support Representative will report to the Program Manager of Technology, and will:

- Support the administration of the Cornerstone Learning Management System (LMS), including learning program enrollment
- Create and/or monitor all required Instructor Led Courses (ILT) in the LMS
- Create small ad-hoc reports in the LMS, and ensure timely delivery

- Ensure accuracy of data and user records
- Monitor distribution of emails through the LMS
- Create small ad-hoc reports in the LMS, and ensure timely delivery
- Assist Instructors, Program Aides and Learners through the problem-solving process
- Ensure the effectiveness of support procedures. Create/Modify these procedures as necessary
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and the LMS
- Respond promptly to email, phone calls, and voicemail messages
- Assist LMS Support Team with problem-solving process and escalate as necessary
- Walk customers through problem-solving process
- Ask questions to determine nature of problem and troubleshoot effectively
- Research questions using available information resources
- Use effective tools and techniques to manage day to day responsibilities

Qualifications

- Bachelor's degree and 3+ years of customer support experience
- Demonstrate the ability to identify and solve complex problems independently and multi-task in a dynamic environment
- Proficient in Windows PC and printer administration and maintenance, strong knowledge of Windows
- Experience composing status and summary reports
- Good communication skills (writing and interpersonal skills)
- Organizational skills, attention to detail, and ability to follow established processes
- Ability to effectively problem solve by identifying the need/root of request, determine appropriate next steps, and follow through to completion
- Ability to communicate effectively, both orally and in writing
- Excellent customer service skills
- Ability to work independently, and collaboratively
- Strong computer skills required (Microsoft Word, Excel, PowerPoint, and Outlook)
- Prior experience with Learning Management Systems, including developing learner profiles, loading assets, assigning course materials to cohorts, and providing support to instructors and learners, preferred

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