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<b>Job Title</b>	Program Manager, LMS Administrator
<b>PVN ID</b>	PS-1709-002108
<b>Category</b>	Managerial and Professional
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$55,000.00 - \$70,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Mar 23, 2018 (Or Until Filled)

## General Description

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### About the CUNY School of Professional Studies

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

Since March 2015, CUNY SPS has been collaborating with the NYC Administration for Children's Services (ACS) in the development and management of the ACS Workforce Institute (ACS WI). The ACS WI provides professional development training for front-line and supervisory child welfare and juvenile justice professionals across the five boroughs.

CUNY SPS is recruiting candidates for a new Program Manager - LMS Administrator position responsible for the maintenance and security of the Learning Management System as well as carrying out the LMS and technology strategies defined by the team. This individual will be able to analyze issues and initiatives and suggest solutions based on their knowledge of Cornerstone.

## Other Duties

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### Duties and Responsibilities:

- Work closely with Deputy Director to test new features and carry out strategies in the Cornerstone Learning Management System (LMS)
- Set up self-registration for each agency according to requested method and update as necessary.

- Develop the Cornerstone Connect (Community of Practice) configuration and strategy; manage rollout of each community of practice.
- Work with the LMS Reporting Coordinator to create Cornerstone reports to manage and deliver data related to self-registration, Connect, and other discreet LMS features.
- Liaise with LMS Support Team to explore and implement solutions to user issues identified through help desk request reporting trends. Ensure accuracy of registration into all necessary components of the curriculum.
- Utilize Tableau and/or other software to help create and deliver robust reports.
- Manage all security roles within Cornerstone ensuring the correct access to each user to perform necessary tasks.
- Update and maintain the Welcome Page for each agency, ensuring appropriate changes are made to all.
- Manage the Practicum Suite for our Partnering for Success program and other uses.
- Set up certifications and training plans for new initiatives in Cornerstone.
- Manage and control the foundational emails of Email Administration in Cornerstone.
- Manage and control the Knowledge Bank: uploading files and defining access.
- Develop a strong working relationship with key Cornerstone contacts.
- Establish a presence at Cornerstone user group meetings and events.
- Keep abreast of new Cornerstone features and developments to use as solutions to new initiatives and everyday issues.
- Create and monitor cases with Cornerstone GPS help to address issues with our environment.
- Assist LMS Support Team and LMS Administrator with reporting needs.
- Create custom and dashboard reports for Provider Agencies to assist with registration information.
- Train key stakeholders on the team to use new LMS features and create documentation to assist with training.
- Document and store all processes and procedures.
- Interface and engage stakeholders at all levels internally as necessary for meetings, information sessions, and functional training.
- Co-lead and participate in regular meetings with LMS Support staff, bringing in additional stakeholders as necessary.
- Participate in regular LMS Workgroup meetings.
- Establish and maintain relationships with individuals at all levels of the organization.
- Use desktop tools to produce documents and presentations, such as MS Excel and PowerPoint.

Hours: 35 hours/week (weekdays 9am-5pm)

Location: 110 William Street, Lower Manhattan, NY

## Qualifications

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Qualifications:

- Bachelor's Degree, Master's Degree a plus.
- At least 2 years previous Learning Management System Administration experience.
- At least 2 years prior experience working with Cornerstone systems specifically.
- Prior experience researching and resolving issues related to the LMS system
- Experience documenting procedures used in implementation of learning programs within and outside of

the LMS environment.

- Experience creating and running scheduled and ad-hoc reports, such as monthly course completion reports, training evaluation metrics reports, and training surveys
- Prior experience researching and resolving issues related to the LMS system
- Ability to manage priorities to meet assignment deadlines in a fast paced environment.
- Strong attention to detail and organizational skills.
- Excellent team work and collaboration skills.
- Customer service and problem solving skills.
- Excellent written and verbal communication skills.

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