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| <b>Job Title</b>      | LMS Support Coordinator             |
| <b>PVN ID</b>         | PS-1901-002927                      |
| <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>  | \$45,000.00 - \$55,000.00           |
| <b>Hour(s) a Week</b> | 35                                  |
| <b>Closing Date</b>   | Mar 30, 2019 (Or Until Filled)      |

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## General Description

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.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2018 Best Online Bachelor's Degree Programs

The ACS Workforce Institute provides ongoing professional skills development of direct service staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors. Developed in 2016, the Institute is a partnership between ACS and the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work).

CUNY SPS seeks a LMS Report Coordinator to work with the NYC Administration for Children's Services (ACS) as part of the Workforce Institute. The new hire will support professional development initiatives for direct service staff and supervisors in partnership with CUNY SPS. The new hire will join a team of CUNY colleagues, and will work on site at ACS offices in lower Manhattan.

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## Other Duties

- Assist LMS Manager with administration of the Cornerstone Learning Management System (LMS)

- Manage Agency self-registration setup in Cornerstone
- Research & respond to the more difficult emails that come through the help desk
- Manage data uploads into Cornerstone: back-data and missing information
- Create ad-hoc reports in the LMS, and ensure timely delivery
- Monitor help desk emails for completion, responses and response time
- Create Cornerstone GPS (Help) tickets and manage the correspondence to correct issues within the system
- Manage custom fields and organizational units in Cornerstone
- Manage all email administration updates within Cornerstone
- Maintain administrative information in Cornerstone (ex. Changes to facilities, vendors, agencies, etc.)
- Help to ensure accuracy of data and user records
- Monitor distribution of emails within the LMS
- Ensure the effectiveness of help desk procedures. Create/Modify these procedures as necessary
- Serve as a resource to LMS Support Representatives by answering questions and providing backup support.
- Use effective tools and techniques to manage day to day responsibilities

## Qualifications

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Minimum requirements for the position:

- 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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