
Job Title	LMS Reporting Coordinator
PVN ID	PS-1902-002961
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Jul 18, 2019 (Or Until Filled)

General Description

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 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, government and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge. CUNY SPS is ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2019 Best Online Bachelor's Degree Programs.

The CUNY SPS Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We work with employers to develop targeted solutions in a range of fields. We bring knowledge of research-based learning practices as well as experience in developing innovative programs to all of our partnerships.

Other Duties

LMS Reporting Coordinator Responsibilities:

- Create all monthly, weekly and ad-hoc reports from the Cornerstone Learning Management System (LMS) and distribute according to requests.
- Ensure reporting filters are updated across all Cornerstone reports as changes are made within the system.
- Ensure data accuracy and integrity within Cornerstone by creating and comparing reporting results.
- Upload data into Cornerstone for classes, user profiles, etc. and ensure accuracy is maintained.
- Ensure data is consistent across all curriculums, sessions, session emails, prerequisites, assignments using Custom Reports.
- Utilize Tableau and/or other software to help create and deliver robust reports.
- Anticipate reporting needs as new initiatives and courses are created.
- Maintain a status list of prioritized reporting requests.
- 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 the Cornerstone reporting function and create documentation to assist with training.
- Keep abreast of changes in Cornerstone regarding the reporting function and plan accordingly through participation in user meetings and online forums and by accessing online resources.
- Identify and troubleshoot errors in reports created by others and report delivery
- Collaborate with Recruitment Team to help identify classes in danger of low enrollment.
- Interface and engage stakeholders at all levels internally as necessary for meetings, information sessions, and functional training.
- Document and store all processes and procedures.
- 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.
- Develop and maintain documentation related to the definition, process and procedures of the LMS Tactical Strategy.
- Ensure employee and training data is accurate, identify operational issues and resolve problems whenever possible. Escalating as necessary.
- Create and run scheduled and ad-hoc reports, such as monthly course completion, training evaluation metrics, mandatory training compliance, and training surveys. Identify additional reporting needs as necessary and develop tools to address these needs.
- Willingness to innovate in order to maximize the organization's investment in the LMS

Qualifications

Minimum Qualifications:

- Bachelor's Degree, Master's Degree a plus.
- At least 8 years previous Learning Management System Administration experience.
- At least 3 years prior experience leading and managing direct reports.
- At least 3 years prior experience working with Cornerstone systems specifically.
- Prior experience collaborating with team members and other stakeholders to understand business needs related to training delivery and documentation requirements, and consulting on possible solutions based on LMS functionality.
- Experience documenting procedures used in implementation of learning programs within and outside of the LMS environment.
- Experience developing LMS-Compliant content such as SCORM based content.
- Experience identifying and troubleshooting content delivery issues that may arise in published content (eg: incorrectly published SCORM package not reporting results to an LMS correctly).
- Experience maintaining Learning Functional Specification for Virtual Instructor Led Training and On-line course development (Access, Standards, Quiz/Test, Tracking, Branding, Taxonomy (Modules, Units, etc.) and guidelines & recommendations for the use of technology tools and compliance with industry and organizational standards.
- Experience creating and running scheduled and ad-hoc reports, such as monthly course completion reports, training evaluation metrics reports, and training surveys.

- Experience collaborating with a range of stakeholders to design and implement customized reports then generating and distributing them to applicable colleagues.
- Prior experience researching and resolving issues related to the LMS system in compliance with defined procedures and standards.
- Experience maintaining courses through the life cycle, updating and archiving as necessary.
- Prior experience developing or managing system monitoring procedures to ensure employee and training data is accurate.
- Ability to manage priorities to meet assignment deadlines in a fast-paced environment.
- Strong attention to detail and organizational skills.
- Excellent teamwork and collaboration skills.
- Knowledgeable about Adult learning theory and principles.
- Customer service and problem solving skills.
- Excellent written and verbal communication skills.
- Strong problem solving & planning skills.
- Ability to influence decision-makers.

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