Job Title	LMS Support Representative
PVN ID	PS-2010-003735
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Annual Salary	$35,000.00 - $45,000.00
Hour(s) a Week	35
Closing Date	Jan 08, 2021 (Or Until Filled)

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 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 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 2019 Best Online Bachelor's Degree Programs.

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.

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.

Other Duties

- 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

- 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

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

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