



<b>Job Title</b>	Program Coordinator - LMS Administrator
<b>PVN ID</b>	PS-2010-003742
<b>Category</b>	Administrative Services
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	Professional Education and Workplace Lea
<b>Status</b>	Full Time
<b>Salary</b>	Depends on qualifications
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jan 12, 2021 (Or Until Filled)

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## General Description

About the CUNY School of Professional Studies:

The School of Professional Studies of the City University of New York (CUNY SPS) has launched eighteen degree programs: 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.

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 LMS Administrator position responsible for assisting with 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.

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## Other Duties

- Work closely with Program Manager 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.
- 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.
- 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.
- 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.
- 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.
- 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.

## Qualifications

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- 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 an 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.