
Job Title	Program Coordinator/LMS Administrator
PVN ID	PS-2112-004427
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Apr 07, 2022 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

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 2020 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.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

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.

Other Duties

Duties and Responsibilities:

- 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.
- Liase 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

- 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 teamwork and collaboration skills.
- Customer service and problem-solving skills.
- Excellent written and verbal communication skills.

This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19

