
Job Title	Deputy Director, LMS Administration and Technology Management
PVN ID	PS-2201-004505
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$105,000.00
Hour(s) a Week	35
Closing Date	Apr 26, 2022 (Or Until Filled)

General Description

About the CUNY School of Professional Studies

For over 15 years, the CUNY School of Professional Studies (CUNY SPS) has been leading online education in New York. Notable for offering the most [online](#) bachelor's and master's degree options at the City University of New York, and for serving transfer students as the University system's only undergraduate all-transfer college, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

The School's growth has been remarkable, with twenty-four [degrees](#) launched since 2006. Enrollment has risen by more than 30% in the last four years to over 4,000 students in the credit-bearing programs. Thousands more are enrolled in non-degree and grant-funded workplace learning programs. In addition, the School has an active alumni network and has established the CUNY SPS Foundation, which offers multiple scholarship opportunities to current students.

CUNY SPS has consistently been named by *U.S. News & World Report* as one of the country's top online institutions. This year, the School was ranked in the top 2% in the nation on the publisher's list of the [2021 Best Online Bachelor's Degree Programs](#).

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.

Description:

CUNY SPS partners with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACS WI).

CUNY SPS is recruiting candidates for a Deputy Director position to lead our Technology Management team.

This position, reporting to the Program Director, is a tactical role focused on overseeing four smaller teams: LMS Helpdesk, LMS Administration, LMS Reporting, and Learner recruitment to ensure training initiatives as well as learner needs are met. To be successful in this role, the Deputy Director will need to possess strong management, communication, and customer service skills, troubleshooting abilities, and be able to effectively lead a team of direct reports, and have strong customer service skills.

Other Duties

Duties and Responsibilities:

- Identify issues and develop standard operating procedures for addressing these efficiently with a high level of customer service.
- Create strategies and solutions for new training initiatives for the Technology Management team and in the Cornerstone LMS.
- Coordinate the ongoing operation, maintenance, usage, analysis and administration of the Learning Management System through the LMS Administration Team.
- Create policies, procedures and documentation for continuing best practices for entire team.
- Ensure employee and training data is accurate, identify and resolve LMS operational issues.
- Implement a reporting strategy, ensuring accuracy of all reports and identifying additional reporting needs and tools.
- Create and deliver presentations to explain issues, solutions and strategies for training initiatives.
- Interface and engage stakeholders at all levels internally and externally, including senior staff, providing guidance and advice to leadership, other ACS divisions and Provider Agencies regarding best LMS and technology practices.
- Test and utilize new features in the Cornerstone Learning Management System (LMS) for strategic use with training initiatives.
- Have a full understanding of Cornerstone LMS to ensure all features and functions are operating properly; create tickets for Cornerstone help.
- Liase with LMS Support Team to explore and implement solutions to user issues identified through help desk request reporting trends.
- Develop a strong working relationship with key Cornerstone contacts.
- Establish a presence at Cornerstone user group meetings and events.
- Create and monitor cases with Cornerstone GPS help to address issues with our environment.
- Train key stakeholders on the team to use new LMS features and create documentation to assist with training.

Qualifications

- Bachelor's Degree, Master's Degree a plus.
- At least 3 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 implementing an LMS according to business needs related to training delivery
- Experience documenting procedures used in implementation of learning programs within and outside of the LMS environment.
- Experience identifying and troubleshooting LMS performance issues.

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