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| Job Title | Senior Program Manager - LMS Support |
| PVN ID | PS-2205-004782 |
| Category | Managerial and Professional |
| Location | CUNY SCHOOL OF PROFESSIONAL STUDIES |
| Department | CUNY School of Professional Studies |
| Status | Full Time |
| Annual Salary | \$85,000.00 - \$95,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Dec 08, 2022 (Or Until Filled) |

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, 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. Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

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 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). The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills

and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children. <https://www.nycacstraining.org>

Description: CUNY SPS is recruiting candidates for a new Senior Program Manager - LMS Support position responsible for managing the LMS Support Team members and procedures and all functions in Cornerstone that affect registration, including data uploads and course structures. Explore and implement Cornerstone Administration solutions to user issues identified through help desk trends.

Other Duties

Duties and Responsibilities:

- Manage the LMS Support team members, providing weekly supervision for each team member.
- QA staff's day-to-day LMS tasks such as registrations, withdrawals, login issues, and all other requests received via phone and email.
- Coordinate the Cornerstone Learning Management System (LMS) and the LMS Support Team (help desk).
- Manage the LMS Support/helpdesk system and process of responding to incoming requests
- Manage curriculum and course structure within the LMS, verifying the accuracy of rosters and session emails.
- Create/update and maintain the session schedule in the LMS according to the WI Calendar.
- Upload, update and maintain online content, tests/quizzes, and evaluations for each WI course.
- Identify and troubleshoot content delivery issues that may arise in published content, such as an incorrectly published SCORM package not reporting the results to an LMS correctly
- Maintain a list of vendors, facilities, and resources
- Lead the transfer process of completions from Cornerstone to HSLC.
- Collaborate with the Deputy Director, LMS Administrator, LMS Reporting staff, and helpdesk staff to inform decisions.
- Interface and engage stakeholders internally and externally, including senior staff (in collaboration with the Deputy Director), as necessary for meetings, information sessions, and functional training.
- Create and publish weekly LMS Support/helpdesk reports to identify issues that cause the highest volume of helpdesk tickets and identify steps to address these most common issues.
- Develop and deliver training materials, FAQs, and other materials for LMS Support staff. Ensure they are up to date on the latest procedures, policies, issues, and needs.
- Establish a process for monitoring LMS Support staff calls and email responses to ensure superior service is being provided.
- Document and store all processes and procedures.
- Co-lead and participate in regular meetings with LMS Support staff, bringing in additional stakeholders.
- Participate in regular LMS Workgroup meetings.
- Respond to customer service phone calls and emails as needed.
- Use desktop tools to produce documents and presentations, such as PowerPoint.
- Explore and implement Cornerstone Administration solutions to user issues identified through help desk trends.

Qualifications

Minimum requirements for the position:

- Bachelor's Degree, Master's Degree a plus.
- At least two years of previous Learning Management System Administration experience.
- At least two years prior experience leading and managing direct reports.

- Prior customer service experience, preferably in a helpdesk setting.
- At least two years prior experience working with Cornerstone systems specifically.
- Prior experience partnering with team members and other stakeholders to understand training delivery and documentation requirements' business needs.
- Experience documenting procedures used to implement learning programs within and outside 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.
- Experience collaborating with stakeholders to design and implement customized reports, then generating and distributing them to applicable colleagues.
- 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.
- Strong problem solving & planning skills

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

The Research Foundation of the City of New York & Diversity

As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.