
Job Title	Learning Management System (LMS) Administrator
PVN ID	PS-2305-005607
Category	Administrative Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Part Time
Hourly Rate	\$32.97-\$38.46
Hour(s) a Week	25.00
Closing Date	Aug 10, 2023 (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 and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

Description:

CUNY SPS seeks a technically proficient and experienced LMS administrator to join our training team in the role of Learning Management System (LMS) Administrator. This role will be an integral part of the Energy Management Training team that manages the Department of Citywide Administrative Services' energy management portfolio of training programs.

The LMS Administrator will be responsible for technical support of courses deployed through the Learning

Management System. These programs are designed to prepare City facility personnel to make energy-smart decisions; that assist the City of New York in meeting its greenhouse gas (GHG) emissions reduction goals. The LMS Administrator will collaborate with the team's Program Coordinator to develop processes and share information about program participant use of the system. The LMS Administrator will also support both the Senior Program Manager of Training Operations as well as the Senior Program Manager of Program Effectiveness throughout the training cycle.

Other Duties

Duties and Responsibilities:

Reporting to the Senior Program Manager, Training Operations, the LMS Administrator will manage the day-to-day front-end administration of the Learning Management System. This includes:

- Generating a digital course catalog based on the training calendar created by the Program Coordinator.
- Managing student registration via the Student Information System (SIS), including the registration page, automatic emails, course enrollments, approvals, holds, and finalizing rosters.
- Generating a weekly registration report for the Sponsor (New York City DCAS) and using it to manage course approvals and holds.
- Post course content in the LMS, including:
 - Course syllabus,
 - Course requirements,
 - Student handouts and instructor materials,
 - e-Learning packages,
 - Gradebooks and grading schema, and
 - Course evaluations.
- Partner with the Learning and Development Program Specialist to scope the content that should be posted for each course.
- Manage the Chatbot, including the content and responses as well as reviewing data and proposing changes to respond to learner and instructor needs.
- Respond to learner inquiries.
- Keep track of learner course completions and provide communication about course requirements to students.
- Making recommendations for process improvements and enhancements to improve the learner experience.
- Supporting special projects and/or initiatives.

Qualifications

Minimum qualifications for the position:

- Bachelor's degree
- At least three (3) years of full-time experience related to Learning Management System support, preferably with Anthology products like Blackboard Learn Ultra or Genius SIS.

- Demonstrated experience using learning administration, data management or other reporting systems.
- Experience supporting LMS Help Desk.
- Proven administrative abilities that include:
 - Organizational skills, attention to detail, and ability to follow established processes.
 - Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment; that involves complex assignments, managing multiple tasks, and rapidly adapting to changing situations and priorities.
- Experience working with adult learners in an educational setting preferred.
- Proven ability to build and maintain supportive relationships with customers, instructors and/or students.
- Strong written, oral, presentation and communication skills.
- Intermediate to advanced technology proficiency in Microsoft Office and other data management tools.
- Knowledge of government operations and/or energy management initiatives programs, preferred.

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.