TRINITY HEALTH
POSITION DESCRIPTION

Job Code:	T2386	**Title:**	LMS Administrator
Date:	July, 2020	**Department:**	Organization Effectiveness Operations
FLSA:	Non-Exempt	**Reports To:**	Manager, Organization Effectiveness Technologies
Grade:	10	**Approved By:**	SVP, Organization Effectiveness

POSITION PURPOSE

The LMS Administrator provides system-wide Learning Management System (LMS) support and maintenance. This role is responsible for managing student records, creating student groups, and assignments, creating and publishing courses, maintaining classes and generating standard reports, all at the enterprise level. The LMS Administrator is the front line of issues management and resolution. The LMS Administrator supports system LMS administration, and works closely with the vendor, learning experience designers, Organization Effectiveness technology colleagues, and the TIS team.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.

2. Triages issues and requests submitted through HealthStream and Trinity Health Quickbase systems.

3. Works to resolve basic issues related to the LMS platform, including courses, classes, assignments, student groups, tracking, reports etc. Works with the vendor, TIS, customer/business owner, and LMS administrators to resolve basic issues.

4. Refers issues of higher complexity to Senior or Lead LMS Administrators and/or within Organization Effectiveness technologies and operations.

5. During the issue resolution provides just-in-time education and instruction to users and LMS administrators on basic LMS functions and features; refers users and administrators to appropriate education and resources (job aids, tools).

6. Works closely with project leaders, business owners and LMS administrators to build student groups and assignments at either the enterprise or local level as defined by roles and training needs.

7. Builds classroom activities for instructor-led and virtual courses on the LMS. Manages all aspects of the registration process.

8. Publishes courses developed internally and by system LMS partner or other vendors. Ensures that all courses are published according to Trinity Health Authoring and Publishing Standards. Adds all appropriate learning activities as needed.

9. Creates learning events as needed.

10. May generate and schedule a wide variety of system-wide and/or Ministry-specific reports according to specification submitted by the requestor.

11. Monitors the Virtual Library Report; assists in identifying expiring courses and incomplete or inaccurate metadata data. Collaborates with manager or learning experiencel designer to address expired courses.

12. Maintains strong data integrity within the LMS by adhering to data standards, and promotion of standards and correct procedures among Ministry administrators and others with administrative access.

13. Supports system level learning and development offerings in distributing the program material, coordinating sessions, making assignments, and running reports.

14. Assists in identifying the need for standards, procedures, and policies in both Ministry and system-wide LMS operations.

15. Deploys quick-thinking and adaptive problem-solving techniques to develop innovative solutions.

16. Regularly participates in internal, regional, and national user group meetings to learn new enhancements/upgrades, maximize standardization and share best practices.

17. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in Learning Technology, Information Technology, Education or a related field with a minimum of three (3) years of experience supporting and maintaining learning management system(s); or an equivalent combination of education and experience.

2. One (1) to two (2) years of customer service and/or help desk experience is preferred. Must be able to track and respond to end-user concerns and questions in a timely manner. Must be mindful of time constraints and deadlines. Must be attentive to details.

3. Basic knowledge of Microsoft Word, Excel, and PowerPoint required.

4. Knowledge of web-based collaborative applications (e.g. JIVE) preferred.

5. Must possess effective problem solving skills and utilize sound judgment in resolving issues.

6. Effective written and verbal communication skills with managers and peers.

7. Must be comfortable operating in a collaborative, shared leadership environment.

8. Must have proven ability to work autonomously and/or in a dynamic team setting with subject matter experts (SME) and major stakeholders.

9. Must be able to effectively prioritize multiple assignments as directed by the Lead or Manager.

10. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Must be able to set and organize own work priorities, and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles. Ability to concentrate, meet deadlines, work on several projects simultaneously and adapt to interruptions.

2. Operates in a typical office environment. The area is well-lit, temperature controlled and free from hazards.

3. Communicates frequently, in person and over the phone, with people in all locations on product support issues. Hearing is needed for extensive telephone and in person communication.

4. Manual dexterity is needed in order to operate a computer keyboard.

5. May be required to travel for training or to locations implementing HealthStream (infrequently).

6. Must possess the ability to comply with Trinity Health policies and procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.