



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2387	Title:	Senior LMS Administrator
Date:	July, 2020	Department:	Organization Effectiveness Operations
FLSA:	Exempt	Reports To:	Manager, Organization Effectiveness Technologies
Grade:	12	Approved By:	SVP, Organization Effectiveness

POSITION PURPOSE

The Senior LMS Administrator focuses on achieving an optimal LMS experience by all administrators and users through issue resolution and education. This role provides support and assistance to LMS Administrators in resolution of complex and non-routine issues, and has the primary responsibility for maintaining and leveraging Trinity Health's own issue tracking system.

The Senior LMS Administrator utilizes information from the Trinity Health and the vendor's issue tracking systems to determine opportunities for education or other methods of addressing the most common and the most consequential issues. The role is responsible for developing job aids and tools for users and administrators, conducting training, and assisting with onboarding of new LMS Administrators. The role works closely with the LMS, vendor, TIS, Workday Integration, Organization Effectiveness Operations and HR teams.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Works to resolve complex and unusual issues, involving Enterprise and Ministry LMS Administrators as needed. Coaches, mentors and supports LMS Administrators in issue management and resolution, including basic issue/requests when warranted by workload exceeding LMS Enterprise Administrator capacity.
3. Supports LMS Administrators as needed with creating unusual or complex student groups, learning assignments, Continuing Education (CE) management, managing classroom activities and other learning activities, including publishing.
4. Supports and guides the LMS Administrators in the use of system functionalities and reports. Identifies educational and support material needs pertaining to the system functionalities and reports. Leads deployment and ongoing improvement of these materials.
5. Provides supplemental forms of training and learning aids regarding LMS use for the LMS Administrators and colleagues.
6. Leverages user group meetings as an additional education opportunity and forum, featuring new educational material and user best practices from Ministry administrators.

7. Serves as a liaison to Organizational Integrity and Compliance and any other Trinity Health department or division seeking system-wide assignment and tracking of learning. Assists as needed in assignment development, deployment, and reporting.
8. Administers the User Satisfaction survey; obtains and reports results to the LMS manager.
9. 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.
10. Deploys quick-thinking and adaptive problem solving to develop innovative solutions.
11. Regularly participates in internal, regional, and national user group meetings to maximize standardization and share best practices.
12. Participates in professional organizations and industry forums to stay current with multimedia and learning technology tools.
13. 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 five (5) years of LMS administrator experience including, authoring, publishing and reporting, or an equivalent combination of education and experience.
2. One (1) - two (2) years work experience in a customer service role related to Information Technology services or applications such as help desk, customer service representative, or a help hotline is required. Must be able to work effectively with end users and customers in empathetic and efficient manner to identify effective solutions in a timely manner and resolve complex issues and needs.
3. Experience developing educational support documents, (e.g. job aids, guidelines, work instructions) using advanced document design and formatting features of Microsoft Word and PowerPoint is required.
4. General familiarity with HRIS systems, including web-based applications is required. Workday experience is a plus.
5. Knowledge of web technologies, such as JIVE or other collaborative applications (e.g. JIVE) is required.
6. Must possess strong problem solving skills for resolution of the complex and challenging issues. Must be able to articulate resolution paths and develop same capabilities in other Administrators where the frequency of issues warrants an increase in capability.
7. Advanced communication skills as applied to adult learning and complex issue resolution (e.g. use of diagrams, graphs, analogies, cited references, glossaries, content organization, etc.).
8. Must be comfortable operating in a collaborative, shared leadership environment.
9. Must have proven ability to work autonomously and/or in a dynamic team setting with Subject Matter Experts (SMEs) and major stakeholders.

10. Ability to prioritize multiple assignments based on established criteria. Seeks guidance from supervisor only when there are conflicting deadlines.
11. Must possess effective analytical and problem solving skills and utilize sound judgment in resolving issues.
12. Ability 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.
13. 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. Normal hearing ability 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.