

Job Title	LMS Reporting Coordinator
PVN ID	PS-1709-002107
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Feb 20, 2018 (Or Until Filled)

General Description

About the CUNY School of Professional Studies

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

Since March 2015, CUNY SPS has been collaborating with the NYC Administration for Children's Services (ACS) in the development and management of the ACS Workforce Institute (ACS WI). The ACS WI provides professional development training for front-line and supervisory child welfare and juvenile justice professionals across the five boroughs.

CUNY SPS is recruiting candidates for a new LMS Reporting Coordinator position responsible for the creation, maintenance and overall strategy of reporting data derived from the work of the ACS Workforce Institute. This position is responsible for data accuracy, integrity and solutions to achieve these.

Other Duties

Duties and Responsibilities:

- Create all monthly, weekly and ad-hoc reports from the Cornerstone Learning Management System (LMS) and distribute according to requests.
- Ensure reporting filters are updated across all Cornerstone reports as changes are made within the system.

- Ensure data accuracy and integrity within Cornerstone by creating and comparing reporting results.
- Upload data into Cornerstone for classes, user profiles, etc. and ensure accuracy is maintained.
- Ensure data is consistent across all curriculums, sessions, session emails, prerequisites, assignments using Custom Reports.
- Utilize Tableau and/or other software to help create and deliver robust reports.
- Anticipate reporting needs as new initiatives and courses are created.
- Maintain a status list of prioritized reporting requests.
- Assist LMS Support Team and LMS Administrator with reporting needs.
- Create custom and dashboard reports for Provider Agencies to assist with registration information.
- Train key stakeholders on the team to use the Cornerstone reporting function and create documentation to assist with training.
- Keep abreast of changes in Cornerstone regarding the reporting function and plan accordingly through participation in user meetings and online forums and by accessing online resources.
- Identify and troubleshoot errors in reports created by others and report delivery.
- Collaborate with Recruitment Team to help identify classes in danger of low enrollment.
- Interface and engage stakeholders at all levels internally as necessary for meetings, information sessions, and functional training.
- Document and store all processes and procedures.
- Co-lead and participate in regular meetings with LMS Support staff, bringing in additional stakeholders as necessary.
- Participate in regular LMS Workgroup meetings.
- Establish and maintain relationships with individuals at all levels of the organization.
- Use desktop tools to produce documents and presentations, such as MS Excel and PowerPoint.

Hours: 35 hours/week (weekdays 9am-5pm)

Location: 110 William Street, Lower Manhattan, NY

Qualifications

Qualifications:

Minimum requirements for the position:

- At least 2 years previous Learning Management System Administration experience.
- At least 2 years prior experience working with Cornerstone systems specifically.
- Experience documenting procedures used in implementation of learning programs within and outside of the LMS environment
- Knowledge of databases and SQL preferred.
- 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 a range of 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 team work and collaboration skills.
- Customer service and problem solving skills.

- Excellent written and verbal communication skills.
- Strong problem solving & planning skills.