Job Title	Senior Program Manager - LMS Support
PVN ID	PS-1709-002110
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$75,000.00 - $85,000.00
Hour(s) a Week	35
Closing Date	Mar 08, 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 Senior Program Manager - LMS Support position responsible for the management of the LMS Support Team members and procedures, as well as all functions in Cornerstone that affect registration, including data uploads and course structures.

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 ongoing operations of 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 accuracy of rosters and session emails.
- Create/update and maintain the session schedule in the LMS according 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 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 as needed to inform decisions.
- Interface and engage stakeholders at all levels 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 which 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. to ensure they are up to date on the latest procedures, policies, issues and needs.
- Establish 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 as necessary.
- 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.

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

Location: 110 William Street, Lower Manhattan, NY

Qualifications

Qualifications:

Minimum requirements for the position:

- Bachelor's Degree, Master's Degree a plus.
- At least 2 years previous Learning Management System Administration experience.
- At least 2 years prior experience leading and managing direct reports.
- Prior customer service experience, preferably in a helpdesk setting.
- At least 2 years prior experience working with Cornerstone systems specifically.
- Prior experience partnering with team members and other stakeholders to understand business needs related to training delivery and documentation requirement.
- Experience documenting procedures used in implementation of learning programs within and outside of 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 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