



Job Title	LMS Data Analyst
PVN ID	PS-2103-003897
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jun 10, 2021 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

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 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 degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2020 Best Online Bachelor's Degree Programs.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

CUNY SPS partners with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACS WI).

CUNY SPS is recruiting candidates for a new LMS Administrator position responsible for assisting with the

maintenance and security of the Learning Management System as well as carrying out the LMS and technology strategies defined by the team. This individual will be able to analyze issues and initiatives and suggest solutions based on their knowledge of Cornerstone.

Other Duties

- Create and maintain a reporting strategy for the Workforce Institute, continually evaluating training data and the best way to obtain concrete information from it as well as efficiency of reporting methods.
- Create all monthly, weekly and ad-hoc reports from the Cornerstone Learning Management System (LMS) and distribute according to requests.
- Receive and delegate all reporting requests to staff on reporting team, ensuring timely completion.
- 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.
- 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.

Qualifications

- Bachelor's Degree, Master's Degree a plus.
- At least 4 years previous Learning Management System Administration experience.
- At least 1 year prior experience working with Cornerstone systems specifically.
- At least 1 year prior experience using Tableau.
- Knowledge of database management.

- Prior experience partnering with team members and other stakeholders to understand business needs related to training delivery and documentation requirements, and consulting on possible solutions based on LMS functionality.
- 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.