

Job Title	LMS Support Representative
PVN ID	PS-2405-006278
Category	Clerical/Office Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$40,000.00 - \$50,000.00
Hour(s) a Week	35
Closing Date	Jul 31, 2024 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

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). The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children. <https://www.nycacstraining.org>

Description:

The ACS Workforce Institute seeks a temporary full-time LMS Support Representative within the Learning Management System (LMS) team. The team consists of four streams: LMS administration, LMS support, reporting and learner recruitment. In this position, the LMS Support Representative will join the support workstream, reporting to the Sr Program Manager of LMS Support, and completing projects across workstreams. This individual will support the management of data in the Cornerstone LMS and the transference of data between Cornerstone and Human Services Learning Center (HSLC). This position is temporary, with a predetermined end date of December 31st, 2024, which can be extended as needed.

Other Duties

Duties and Responsibilities:

- Support the administration of the Cornerstone Learning Management System (LMS), by updating outdated or unfinished user profile and transcript data
- Enter Cornerstone LMS attendance and program completion data into Human Services Learning Center (HSLC) LMS; ensuring timely entering and managing of data that properly aligns with reporting needs
- Assessing data in both learning management systems for incorrect or incomplete information
- Create ad-hoc reports, some of which may be via the LMS
- Ensure the effectiveness of support and data collection procedures; collaborate on the creation or modification of these procedures
- Research data collection and distribution tools, as needed
- Use effective tools and techniques to manage day to day responsibilities
- Other duties as assigned.

Qualifications

Minimum Requirements:

- High School diploma or GED; college credits or degree preferred.
- Competent in the use of technology and MS Office applications
- Data management experience
- Strong communication skills (writing and interpersonal skills)
- Organizational skills, attention to detail, ability to follow established processes and meet deadlines
- Ability to effectively problem solve by identifying the need/root of request, determine appropriate next steps, and follow through to completion
- Ability to work independently and collaboratively

Preferred Skills:

- Prior experience with Learning Management Systems; including editing learner profiles, uploading assets, and creating reports.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member

on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.