
Job Title	Senior Program Manager – LMS Administrator
PVN ID	PS-2510-007074
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Office of Innovative Learning Solution
Status	Full Time
Annual Salary	\$90,000.00 - \$110,000.00
Hour(s) a Week	35
Closing Date	Dec 21, 2025 (Or Until Filled)

General Description

As a leading online school in New York 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 first undergraduate all-transfer college. With 26 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 online offerings, CUNY SPS has emerged as a nationwide leader in online education. The school's renowned and affordable online programs ensure that busy working adults may fulfill their educational goals on their own time and schedule. As CUNY SPS moves beyond its' 20th year, we dedicate ourselves to engendering an innovative and transformative student-centered experience.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) 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) Office Training Workforce Development (OTWD) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations includes James Satterwhite Academy (JSA), the ACS Workforce Institute (WI), and the Institute for Leadership Development (ILD). The collective work of all three entities 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>.

The Senior Program Manager – LMS Administrator is responsible for the comprehensive strategy, operations, and continuous enhancement of the Learning Management System (LMS). This role prioritizes scalable learning delivery and accurate reporting for an exceptional learner experience. It requires a blend of program

management, stakeholder engagement, and advanced LMS administration, serving as a liaison among Learning & Development, IT, and vendor partners.

Additionally, the Senior Program Manager provides strategic leadership for a combined team that encompasses both LMS Administration and LMS Data Analysis functions. This role ensures seamless coordination, accountability, and performance across these interconnected areas, ultimately optimizing LMS operations, reporting, and the overall learning delivery process.

Other Duties

Program Leadership and System Management

- Lead the LMS strategy, roadmap, and day-to-day operations in alignment with organizational objectives.
- Act as the primary escalation point for LMS issues, coordinating resolutions and driving process improvements.
- Guide the implementation of upgrades, new features, and integrations with internal and external platforms.

Oversight: LMS Administrator

Supervise all LMS administrative functions, including:

- System maintenance, security, and user management.
- Curriculum and certification structure setup.
- Course registrations, cohort management, and curriculum assignments.
- Portal and community management (e.g., welcome pages, content updates, and community configurations).
- Documentation of processes and procedures, and collaboration with LMS vendor support.
- Set clear goals for efficient, compliant, and user-friendly learning operations.

Oversight: LMS Data Analyst

Oversee the design and delivery of LMS data analytics and reporting, including:

- Creation and distribution of routine and ad-hoc reports (completions, compliance, engagement, etc.).
- Maintenance of reporting accuracy, data integrity, and consistency.
- Development and presentation of dashboards, leveraging BI tools (e.g., Tableau).
- Training stakeholders on self-service analytics and report utilization.
- Anticipation of emerging data needs and alignment with organizational initiatives.

Combined Team Leadership

- Facilitate close collaboration and shared problem-solving between LMS Administration and Data Analysis functions.
- Drive workflow automation, process standardization, and operational efficiencies spanning both areas.
- Serve as the liaison with L&D, HR, IT, and vendor stakeholders.
- Mentor and develop direct reports, fostering a high-performing, cohesive team.

Project & Change Management

- Lead LMS-related projects (upgrades, rollouts, report automation).
- Oversee change management processes and training for end-users and stakeholders.
- Other duties as assigned.

Qualifications

- Bachelor's degree in a relevant field; advanced certifications preferred
- 5–8+ years in LMS administration with increasing responsibility; 2–4+ years leading programs or large cross-functional LMS initiatives
- Expert-level proficiency in at least one enterprise LMS (e.g., Cornerstone, Workday Learning)
- Hands-on experience with SCORM and xAPI content, troubleshooting, and performance optimization
- Experience with reporting and analytics (SCORM, xAPI, and BI tools)
- Strong skills in stakeholder engagement, process optimization, and vendor management

Please note: Candidates must be authorized to work in the United States. Sponsorship is not available for this position.

Location: Hybrid 110 William Street, New York, NY 10038