

## Learning & Leadership LMS Admin

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** DOE

**Employment status:** Contract / Temporary

### Description

Robert Half is looking for a Learning and Leadership LMS Admin to partner with Program Manager to ensure subsequent communications are aligned with LMS activities Build out learner LMS experience end to end and manage all administrative and technical aspects of the LMS system, including uploading content, creating courses, testing, enrollment process and rosters.

### Key responsibilities

- Gather and capture essential information to reproduce client support issues and escalate to advanced technical or operational support
- Manage calendaring component of learning and leadership courses if applicable Conform LMS platform for different use cases based on course needs
- Partner with our HRIS team to send out surveys through culture amp related to learning and leadership programs
- Pull metrics from LMS and analyze efficiency and effectiveness of the course, learner needs and better system utilization and user experience
- Automate the experiences end to end and document all processes
- Stay on top of new product features and capabilities as they are developed and released by the product team
- Make recommendations for improvements to content management, workflow processes, and client experience
- Provide excellent customer service by ensuring smooth communication and coordination of learning events and responding to customer questions in a timely manner
- Responsible for operational support of existing L& amp;D products through: roster management scheduling/calendar invites coordinating events (e.g., learning offerings) managing onboarding checklists supporting onboarding by completing weekly admin tasks coordinating L& amp;L requests submitted by the business and triaging to appropriate product owner responding to customer inquiries providing routine data/metrics for reporting

### Requirements

**Education:** Bachelors preferred

### Required Skills:

- 1-3 years working as a Learning Management System Administrator
- Prior experience with MindTickle
- A customer-focused mindset
- Open collaborative style: ability to work both in a team environment and autonomously with minimal supervision or direction
- Ability to maintain detailed internal processes and logistical operations
- Experience with Google Drive and Smartsheet

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