

# Off-Campus Employment

*Job posted on 2013-04-23 by matthew.thompson; posting expires on 2013-06-01*

**Employer:** MISTRAS

**Position:** Senior Learning Management System Administrator

**Job Description:** Full Time, Permanent,

This position provides learning management system (LMS) administration and support, intranet web administration and support, and technical training for T&C faculty, off site staff and students.

The LMS Administrator manages all aspects of the LMS including training, technical assistance and reporting. Troubleshoots complex issues related to the LMS and works with software vendors and IT personnel for resolutions. The position is responsible for the overall LMS system administration and quality and works with content experts to build self-directed web-based training using authoring software. This position works closely with Subject Matter Experts, content developers, the training staff, HR and other departments. It provides customer service for the organization and interfaces with the company counterparts. The LMS Administrator is responsible for day-to-day LMS system webpage design, content and management of T&C SharePoint website, graphics repository and document library.

#### Major Responsibilities/Activities:

- Provide learning management system (LMS) training and support to T&C staff, off-site training coordinators and end user students.
- Research and resolve LMS functionality issues.
- Collaborate with peers on industry blogs, vendors and at other institutions to determine and facilitate best practices.
- Design and maintain official, accurate, and up-to-date Web and Internet presence.
- Maintain and operate various technologies used in the delivery of instructional and/or interactive programs and courses.
- Provide Level 2 support of computer systems and network problems, including answering questions, providing advice, and troubleshooting. Specifically: assist T&C Helpdesk (Training Administrative Assistants) personnel (Level 1) solve basic technical problems; investigate and seek solutions to complex issues by referring to LMS provider consultant as necessary, and industry best practices to solve problems and enhance LMS performance.
- Give individual or group instruction to users or make arrangements for instruction of LMS software or systems.

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- Track escalated user problems and inform the user of the status.
- Log all client problems and solutions.
- Schedule, train and supervise student or other part-time employees to help monitor
- Work closely with the Director of Training and Certification to design, develop and deliver professional LMS services to Mistras Group, Inc.
- Document system procedures and train other personnel in the department to function as a backup.
- Manages Learning Management System (LMS) serving as in-house expert and administrator
- Administers and interfaces with the LMS provider
- Manages and develops all aspects of the LMS main and sub-learn centers
- Addresses technical bugs and other system issues from identification through resolution
- Interfaces with teams around training assignments, certification, and all reporting needs
- Trouble-shoots all process and system issues including loading and full mapping of e-learning modules
- Provides project management support for employee training programs and employee feedback survey processes
- Supports HR and department managers globally with training program action planning, execution, reports, and feedback
- Collaborates with the Director and management to develop policies, guidelines, and best practices for improvement of all related processes
- Performs quality assurance checks on system and tests content to monitor proper functionality and communication with the LMS; identifies, troubleshoots, and resolves problems with the system and course design
- Work with employees upon request to ensure training transcript accuracy
- Supports use of the LMS through close working relationships established with program content developers/providers and users (internal and external)
- Serves as an LMS Subject Matter Expert and representative at appropriate meetings
- Provides training and accompanying training materials to all users of the LMS assuring efficient and effective operation of the system to meet client needs
- Updates and prepares a user manual and carries out training sessions (for end users, or internal staff) either via recorded screencast training, written correspondence, telephone, in person, or through an online meeting platform
- Communicate training processes and updates to the Training team weekly
- Determines proper security roles and permissions for managers, supervisors, assistants and providing training,

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technical support, and reports as needed

- Understands database design to create custom reports
- Maintain and design LMS system web pages, homepage announcements, features, and update the home page on a regular basis.
- Act as an effective change agent to the organization
- Performs other related duties as assigned

**Qualifications:** Associate's degree or two years of college, plus training and at least two years of direct, on-the-job experience working with LMS applications, operations, and systems. Minimum 4 years in training development and delivery experience.

- Knowledge of adult learning principals and instructional design required
- Experience with Microsoft Suite, SharePoint and HTML or other webpage authoring tools.
- Experience with online training authoring tools (Captivate/Camtasia, Articulate, Snag It, Photoshop).
- Ability to work collaboratively in a team environment and with diverse groups.
- Must be customer-focused, able to multi-task, communicate in a positive and professional manner and demonstrate effective problem solving skills.
- Outstanding proven interpersonal, written and oral communication and presentation skills
- Must exercise excellent analytical, troubleshooting and critical thinking skills
- Quick learner with new technology, self-starter, able to work with minimal supervision
- Ability to manage time well, pay attention to detail, and to stay organized to balance multiple priorities
- Ability to achieve consistent high standards for work quality with system data entry accuracy a must
- Demonstrated ability to analyze information and develop recommendations
- Knowledge of contemporary learning practices, methods, technology, and resources employed in training and development and process improvement
- Publishing courseware using e-learning standards such as SCORM and AICC
- Knowledge for developing in Sharepoint a plus
- Minimal knowledge of HTML use desired.
- Frequent lifting up to 30 lbs.
- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks

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that may be assigned.

**Perferred Major(s):** Art - Graphics and Digital Media; Associates Degree - Business; Associates Degree - General Studies; Computer & Information Systems;

**Application Instructions:** Please email resume to [stephen.bertolet@mistrasgroup.com](mailto:stephen.bertolet@mistrasgroup.com)

**Link:** <http://www.salt.org/jobs/J0160001.pdf>