UNIVERSITY OF CALIFORNIA, RIVERSIDE INVITES APPLICATIONS FOR THE POSITION OF LEARNING MANAGEMENT SYSTEM ADMINISTRATOR

About UC Riverside:
In the Heart of Inland Southern California, UC Riverside is located on nearly 1,200 acres near Box Springs Mountain in Southern California; the park-like campus provides convenient access to the vibrant and growing Inland region. The campus is a living laboratory for the exploration of issues critical to growing communities’ air, water, energy, transportation, politics, the arts, history and culture. UCR gives every student the resources to explore, engage, imagine and excel.

At UC Riverside we celebrate diversity and are proud of our #8 ranking among the nation for most diverse universities (US News and World Report 2012-13). Become part of a place that fosters success for all its constituents, students, faculty, and staff, and where work/life balance and campus culture are integral to our way of life.

UCR is ranked 46th among top public universities (US News and World Report 2012-13) and is an Equal Opportunity and Affirmative Action Employer with a strong institutional commitment to the achievement of excellence and diversity among its faculty and staff.

About Human Resources:
The Human Resources Department partners with the university in developing the workplace for the future through benefits, job and career opportunities, training and development services, policies, workplace programs and employee resources.

Essential Functions:
The Learning Management System (LMS) Administrator oversees and provides leadership for the effective use of the campus LMS as well as the implementation of ancillary tools used to support and enhance the LMS, troubleshoots problems related to use of the LMS, and works with campus and system-wide resources to resolve issues.

Key Responsibilities Include:
- LMS Administration - examples include: Troubleshoot, research and resolve LMS problems or escalate for resolution. Maintain LMS documentation. Reactivate, deactivating and merge user profiles. Administer audience assignments. Administer temporary NetID system (TNS) account access notices. Administer course roll-outs and other requests from UC Office of the President, including ensuring system maintenance. Assist in the development of ancillary tools used to enhance the LMS.
- Applies workplace learning and performance strategies for training solutions.
- Provide exceptional customer service in support of the ongoing implementation of learning campus-wide. Assist campus users in accessing the LMS and serve as primary customer service responder for day-to-day questions and problem resolution via email and phone.
- Provides support to improve teaching and learning outcomes.
- Works in a collaborative manner with others in a diverse environment and at all levels in the organization to prioritize work assignments, conduct analysis and develop recommendations.
- May consult with instructors to determine methods for delivery of course content and effective use of technology.
- Interacts with senior internal and external personnel.
- Applies project and program management practices.
- Perform functionality tests as upgrades or changes are made to the LMS and/or ancillary tools, and report issues to the UC Learning Center Administrator or local UCR support as needed. Upload new activities (courses) or new instances of activities into the LMS for various departments.
- Organize and lead a user group made up of LMS users and stakeholders across campus on use of the LMS for their department training. Participate in UC/UCR LMS workgroups as needed. Train and assist departments or those in specific training roles on the use of the LMS.
- Support Content Developers: in the deployment of course materials and eCourse setup processes/guidelines to ensure compatibility and encourage consistency campus-wide. Develop and provide demonstrations on the use of the LMS as well as on best practice to ensure data integrity and increase utilization campus-wide.
- Ensures that the appropriate internal controls are addressed, maintained and strengthened to protect University resources.
Minimum Requirements:
Bachelor's degree in related area and/or equivalent experience/training.
- Thorough knowledge and skills with relevant business software systems; i.e., Word, Excel, Access, PowerPoint.
- Strong analytical, verbal, written and interpersonal communication skills and strong presentation skills.
- Thorough knowledge of functional area and understands how work may impact other areas.
- Thorough knowledge of current training programs and trends.
- Strong skills in planning, resourcing and monitoring effective delivery of training.
- Thorough analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills.

Preferred Qualifications:
- Strong skills to conduct needs assessment and development of new training courses to meet organizational needs.
- Thorough knowledge of delivering training programs and thorough knowledge of other areas of human resources.
- Thorough knowledge of organizational policies and procedures.
- Thorough knowledge of applying adult learning theories and education methodologies.
- Thorough knowledge of training and development, performance management and workplace learning. Ability to apply knowledge to achieve successful organizational outcomes.

Conditions of Employment: This is a full-time, career position. The work schedule is Monday - Friday, 8:00 a.m. to 5:00 p.m. Travel may be required. The budgeted annual starting salary range for this position is $51,400 - $88,850. All UCR employees are required, as a condition of employment, to successfully complete a background investigation through the U.S. Dept. of Justice. All applicants who are selected for an interview will need to submit a work sample as part of the selection process.

Benefits of Belonging: We offer a comprehensive compensation and benefits package. For information about our generous employee benefits package, please visit our website http://atyourservice.ucop.edu/employees/new_employee/orientation.html.

Application Instructions: To apply for this position, please click the HR JOBS link at the bottom of this page if you are viewing this flier on the UCR Business and Administrative Services website. You may also apply for this position by visiting our UCR Jobs website http://jobs.ucr.edu and selecting the browse jobs link. The Learning Management System Administrator position number is 201510230082.

Filing Date: Open until filled.