



LMS ADMINISTRATOR

Position Summary

The LMS Administrator will serve as primary support for troubleshooting learner and system issues, and will provide expertise and leadership in LMS Administration, train new/existing team members and trainers on utilizing the LMS as an administrator, create/enforce SOPs and consult with internal customers on the best way to deliver/assign training via the LMS.

Responsibilities

As the need for training events arise, the LMS Administrator will ensure the following is successful:

- Enrollment of facilitators/learners into learning events
- Creation of events and offerings based on mappings of curricula to people and groups
- Management of event details in the LMS
- Creation and management of assessments
- Creation and distribution of reports

The LMS Administrator will also be responsible for the following:

- Troubleshooting inquiries related to training events
- Managing, responding and escalating issues from the team mailbox
- Training team members and trainers on how to utilize the LMS
- Assisting with ad hoc projects

Requirements

Education and Professional Experience

- Bachelor's degree required
- 2 to 5 years of Learning Management System (LMS) experience
- Experience in pharmaceuticals and/or life sciences preferred but not required
- Experience with ComplianceWire and/or SuccessFactors LMS a plus

General Knowledge and Skills

- Ability to work in a fast-paced environment that is always changing
- Detail-oriented with strong organizational skills
- Strong written and verbal communication skills
- Ability to manage multiple responsibilities at once
- Positive attitude; always willing to learn
- Strong analytical/technical skills
- Comfortable with data management/data manipulation