

Job Description

Job Title:	LMS Coordinator (0.8FTE)
Department:	Cross-functional across Education and Member Support
Location:	Surry Hills, Sydney
Reports To:	Head of Education
Key Relationships:	<p><i>Internal:</i></p> <ul style="list-style-type: none"> • RANZCO staff • RANZCO members <p><i>External:</i></p> <ul style="list-style-type: none"> • LMS vendor • Other ed-tech vendors
Job Purpose:	Coordinate the functions of the RANZCO LMS (Totara), including supporting strategy, governance, maintenance and vendor management, to ensure the LMS is functioning effectively, efficiently and is future proofed.
Key Responsibilities & Accountabilities:	<ul style="list-style-type: none"> • Coordinate various working groups comprising RANZCO staff responsible for setting strategy and governance rules. • Documenting and version control of policies, procedures, instruction manuals, user guides and business rules. • Implementing agreed strategy and governance rules and changes. • Fulfil requirements and duties of Super Tech Admin. • Coordinate and support staff across several departments to ensure governance and strategy are being followed, including providing upward feedback to relevant working groups. • Induct and train staff in relevant areas of the LMS. • Act as main liaison with vendors regarding system updates and upgrades, change management and relationship management. • Manage the LMS Helpdesk and manage technical issues, or escalate to vendor, as appropriate. • Support members to use the LMS, including troubleshooting over phone, emails and via the service desk. • Carry out LMS administrative housekeeping, including archiving, auditing content, updating content, management of audience and user groups, testing and quality control. • Do any such other relevant tasks as directed by the Head of Education, Head of Member Support or the CEO.
Measures of Performance:	<ul style="list-style-type: none"> • Helpdesk enquiries are managed in a timely and accurate matter with low re-open rates. • Strategy and governance working groups meet as planned. • Agendas, papers and minutes are produced and maintained. • LMS manual and associated documents are kept up to date with versioning control. • New staff are inducted and trained in relevant aspects of the LMS. • Vendor is appropriately managed.

<p>Individual Capabilities:</p>	<ul style="list-style-type: none"> • Highly organised with exceptional attention to detail and time management skills. • Ability to work independently and in a self-directed fashion. • Strong sense of accountability. • High level negotiation and influencing capabilities, especially where power imbalances exist. • Ability to build consensus. • High level written, oral and aural communication capabilities and able to communicate with a diverse audience. • Expertise gathering, analyzing, synthesizing and identifying and addressing the implications of information and change. • High level capabilities to learn, adapt and perform effectively in a continually changing environment. • High level capability to adjust plans and activities to address challenges and manage change. • Works effectively under pressure to meet deadlines while maintaining a high quality of work.
<p>Qualifications & Experience required:</p>	<ul style="list-style-type: none"> • Minimum five years of experience with LMS administration and management, ideally at Super Tech Admin level. • Demonstrated experience advising and working collaboratively with subject matter experts on a diverse range of projects. • Demonstrated experience in technical writing: developing instruction manuals, user guides, business rules and implementing versioning control. • Demonstrated experience in process improvements in learning management. • Demonstrated experience providing outstanding customer service and high-level administrative support. • Previous experience working in the for-purpose, membership or education sector. • Demonstrated extensive experience gathering, analyzing and synthesizing information to identify and manage risk and areas for continuous improvement. • Demonstrated experience preparing plain English reports by agreed deadlines. • Demonstrated experience working flexibly with other staff to ensure an organization meets its goals.