

Title: Learning Management System Administrator	Effective Date: September 24, 2021	Grade: XII	Job Category: Professional
Prior Title: Transitioned from functional to official title on June 19, 2021	Prior Effective Date: May 6, 2020	Grade: XII	Page: 1 of 2

CHARACTERISTICS OF WORK

Under supervision of the Human Resources Systems Administrator, this position acts as Learning Management System (LMS) content administrator responsible for maintaining and ensuring effective administration of the ACE Learning Management System, including but not limited to: creating and editing content, testing and posting new content, troubleshooting administrative and user technical issues, ensuring accurate audience assignments and assessment scoring, documenting processes and policies, and developing reports and queries, as well as delivering classroom training as needed. Position will also provide backup to the HR and Asst HR Systems Administrators.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Develop and document standard operating procedures for processes or policies as needed to establish consistent use of the ACE learning system and other HR information systems.
- Provide user support including training users on basic use of HR systems.
- Develop reports and queries that are concise, intuitive, and actionable for users.
- Work with subject matter experts to create and manage system-level learning assignments and content development.
- Manage the input of external learning records including continuing professional education (CPE) / professional development hours (PDH) for various professions within the Department.
- Test all changes to the LMS, post and test e-Learning modules, and ensure accurate audience assignment and assessment scoring.
- Identify, troubleshoot, and resolve problems with course design, LMS configuration and infrastructure.
- Coordinate with external online learning content vendors to load and link learning content, including TC3 and LinkedIn Learning.
- Assist HRIS Systems Administrator with installation of all system updates, upgrades, integrated tools, and other software.
- Deliver classroom and virtual training on a variety of subjects as needed.
- Conduct continuous training needs assessments throughout the Department.
- Assist in writing, editing and publishing training materials.
- Proactively seek feedback from Department employees to foster continuous improvement to training content and delivery.
- Keep abreast of changes in technology and standards by attending internal and external training classes, researching professional publications, and utilizing other appropriate methods to obtain LMS related information.
- Assist with administration, support, reporting, and implementation of other HR software applications.
- Write SQL queries to extract data from HR software applications.
- Assist with maintaining HR SharePoint Intranet site and visual communications system.

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MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor’s degree from an accredited college or university in human resources management, organizational management, or related field; OR the educational equivalent to a diploma from an accredited high school, plus a minimum of four years of experience with developing or coordinating internal and online training programs.

Knowledge, skills and abilities:

Advanced knowledge of training principles, practices, delivery methods, and instructional design principles. Ability to apply visual and graphic design principles to create engaging and effective e-learning content. Ability to effectively utilize e-learning content authoring and video editing software, including Adobe Creative Suite, Adobe Captivate, and Articulate Storyline. Knowledge of network and media technologies. Strong organizational and leadership skills. High degree of self-motivation, initiative, attention to detail, and creativity. Exceptional written and verbal communication skills. Advanced computer skills, including advanced knowledge of Microsoft Office applications and ability to adapt to new technology. Ability to maintain strong cooperative working relationships. Ability to multi-task and balance multiple priorities effectively in a fast-paced environment. Effective presentation and teaching skills.

Working conditions:

Office environment

Licenses, registrations and certifications:

Valid driver’s license.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check is required to determine candidate suitability for employment. Failure to meet these standards may cause the applicant to be rejected or terminated from the position.