LEARNING MANAGEMENT SYSTEM ADMINISTRATOR

(1.0 FTE)

Our Vision

A world shaped by love, compelled and informed by the Gospel.

Our Mission

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

Statement of Faith

Models a faith to others that is personally vibrant, Christ-centred, evangelical and deeply shaped by the Scriptures and demonstrates commitment to the doctrinal statement of the College and its evangelical heritage.

Location

This role is based at Laidlaw's Henderson campus.

Key Relationships

Responsible to: Academic Services Director

Other Key Relationships:

- Academic Dean
- Academic Assistant
- Centre for Learning
- School Administrative and IT Staff
- Academic Staff
- LMS Service provider

Role Purpose

The Learning Management System (LMS) Administrator is responsible for supporting Laidlaw College's academic structures to ensure high quality education is provided at all times. The Administrator is a key member of the Centre for Learning, providing technical and professional operational support. The Administrator's primary focus is the ongoing development, maintenance and support of the LMS (currently Moodle) and timely delivery of course level infrastructure for programmes and courses.

The role also requires the Administrator to work alongside the Academic Services Director, in collaboration with other academic and professional staff, to provide administrative assistance across a range of quality assurance processes and procedures during the academic year.

In addition to the responsibilities in this Job Description, the LMS Administrator will carry out all reasonable work-related requests made by their Supervisor within their capabilities. The LMS Administrator will show a commitment to Laidlaw College's Health and Safety policy and will participate in creating a safe and healthy working environment.

Role Accountabilities

ACCOUNTABILITIES	KEY TASKS	KEY PERFORMANCE INDICATORS
LMS Management	Provide high quality management and implementation of the LMS, including maintaining site settings, monitoring user accounts, system usage etc. Support the ongoing enhancement of the LMS and its integration with other Laidlaw systems including the Student Management System (SMS), Library systems and the Microsoft Office365 ecosystem. Manage version upgrades and integration of associated systems in liaison with the service provider on technical matters and improvements. Document and review processes related to the management and maintenance of the LMS. Facilitate increased and effective use of technology-supported learning across all Laidlaw sites for students and staff. Contribute to the strategic planning and decision making regarding the use of the LMS and associated software in consultation with supervisor and other key staff. Work collaboratively with colleagues on shared projects to achieve agreed outcomes.	1. LMS functions with minimal interruption or outages across the academic year delivering a high quality experience to users. 2. Upgrade calendar is monitored and testing is completed according to the approved schedule. 3. Upgrades and maintenance are carried out with limited impact on end users. 4. Communication with LMS users about upgrades and scheduled outages is clear and timely. 5. Projects are planned and completed in a timely and relational manner.
Maintain courses and other areas in LMS	Create or roll over courses in time for each new semester. Standardise courses across the LMS. Survey content for consistency, authenticity of information and academic integrity. Ensure all LMS content is up to date and accessible. Promote the full use of LMS resources and tools to staff and students.	6. Course areas are configured and delivered to end users in a timely and professional manner as per the approved schedule. 7. Course areas provide a consistent user experience to staff and students across all Laidlaw courses. 8. School administrators are advised of content issues that are not consistent or do not demonstrate academic integrity.
LMS Support	Provide prompt technical support and guidance for staff requesting assistance in using the LMS. Liaise with IT staff to resolve issues. Develop LMS training resources and deliver orientation and training sessions for staff. Develop and maintain the staff-only areas in the LMS, monitor and report on its use. Work with Centre for Learning staff to develop and maintain the student LMS orientation processes and course and provide targeted student LMS support.	9. Support is provided in a timely, professional and effective manner. 10. LMS training is delivered according to approved schedules and when requested by supervisors. 11. Staff report receiving effective and timely orientation, training and support. 12. Students demonstrate competence in their use of the LMS and know how to access support.

ACCOUNTABILITIES	KEY TASKS	KEY PERFORMANCE INDICATORS
Administrative assistance	Support the Academic Services Director by providing administrative assistance across a range of quality assurance processes during the academic year in collaboration with academic and professional staff.	

Competencies

- **Administrative and Technology Skills**
  Demonstrates an extremely high level of organisation and the ability to cope with a variety of tasks and important deadlines. Meticulous and organised with excellent English communication skills, both verbal and written. Competent with common office-related IT systems, online databases, and IT systems relevant to the academic sector.

- **Relational Skills**
  Shows confidence and warmth in dealing with a variety of people, and can confront in a sensitive and appropriate way. Is both professional and approachable. Able to interpret and anticipate the needs and concerns of multiple parties and individuals to find creative solutions. Is confident to make decisions without consultation and to actively participate in a team of administrative and academic personnel, contributing to a positive collegial team environment.

- **Innovation**
  Has the ability to interpret change and embrace change when it is deemed appropriate to the College's vision and culture. Will be open to new possibilities, particularly where these support a good student experience and their academic success. Knows where to look for creative solutions to a range of issues. Is able and willing to contribute to high level decision making when required.

- **Professionalism**
  Takes initiative in performing own tasks and assisting other team members when needed. Maintains a high level of accuracy and attention to detail. Is calm and efficient under pressure. Builds effective professional relationships with academic staff, operational staff, and other stakeholders.

- **Strategic Thinking**
  Takes a strategic and big picture view of departments, their operating environments and his/her role and responsibilities. Consults affected parties, thinks through ramifications and impact, and makes insightful decisions in complex situations. Works to foster enthusiasm for, and contribution to, strategic directions and operational changes, in line with the overall College and academic vision.

- **Discernment and Analysis**
  Takes a critical view of all information, probing, evaluating, challenging and exposing any potential issues. Does not accept things at face value but questions even at senior levels. Considers the implications of decisions and actions on the wider mission of the College.

- **Communication**
  Communicates complex concepts and information effectively and professionally with a tone, format and style well matched to the target audience. Handles documentation, face-to-face and public occasions involving complex, confidential and delicate information with skill and integrity.

Qualifications

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS
Educational qualifications	**Essential** ▪ A bachelor's degree, or equivalent experience, in a relevant field **Desired** ▪ Higher degree in Education
Skills/Knowledge/ Experience	**Essential** ▪ Experience in the administration of Learning Management Systems and related products such as Student Management Systems and Microsoft Office. ▪ Effective use of common IT systems. ▪ Confident in project management and planning. ▪ Knowledge of academic processes and current best practice in online pedagogies. **Desired** ▪ Experience working in a tertiary setting. ▪ A bachelor's or master's degree in a relevant field. ▪ Understanding and commitment to the values and structure of Laidlaw College.
Further characteristics	▪ Committed to supporting the Vision and Mission of Laidlaw College. ▪ Able to accurately consider the details while remaining mindful of the big picture. ▪ Able to take initiative and be flexible with regard to the key tasks outlined above. ▪ Friendly, sensitive and helpful attitude towards others within the Laidlaw community. ▪ Able to work alone, but also able to relate to other departments and to the whole Laidlaw team. ▪ Able to creatively and enthusiastically solve problems.