

Job Posting
Learning Management System Administrator

Position Overview:

The Learning Management System Administrator is responsible for the daily operational performance of the Learning Management System (LMS) used at Firma to develop, deliver, and support the organization's training program.

Primary Responsibilities and Essential Functions:

To perform this job successfully, incumbent must be able to satisfactorily perform the essential functions of the role without or with reasonable accommodations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Primary administrator responsible for managing the operation and functionality of the LMS for the organization to include uploading, testing, publishing, and assigning training activities and content.
- Responsible for LMS administrative duties including maintenance, updates, troubleshooting and resolution of technical issues, working with Firma IT and external vendors as needed to keep the system operational.
- Maintain system users, groups and appropriate permissions and access.
- Work with functional representatives on training content development and training matrices ensuring accuracy within the LMS.
- Serve as the primary Point of Contact for all end users for technical issues or questions, responding promptly and striving to resolve issue in a timely manner.
- Conduct training to learners and develop and maintain training, guidance, and instructional documents on LMS usage.
- Support Webinar or live training sessions with the presenter/trainer.
- Participate in qualification and validation activities related to the LMS.
- Test and maintain integration of data feeds from other systems, such as the HR and learning technologies/vendors.
- Provide standard and/or customized reporting and key learning metrics to Firma Leadership and Line Managers upon request.
- Participate in and support client audits, questionnaires, or regulatory inspections as the LMS representative.
- Work on or lead special projects related to the LMS as needed.



Note: This list is not intended to be an exhaustive list of duties and responsibilities. There may be other duties as assigned.

Qualifications Including Education, Experience, and Skills:

- Bachelor's Degree or equivalent experience defined as a minimum of 4 years related, combined experience in employment, education, knowledge, and skills that will enable the incumbent to perform the tasks of the role proficiently.
- A minimum of 3 years' experience in management of a learning management system, preferably in the clinical research or healthcare sector.
- Expert working knowledge of learning management systems.
- Ability to handle large volumes of work.
- Team player with strong verbal and written communication skills with the ability to communicate technical / complex information in language understandable to layperson.
- Able to interface and liaise effectively with multi-disciplinary functions.
- Strong Microsoft skills including Outlook, Word, PowerPoint, and Excel.
- Ability to travel up to 10%.

Firma is an Equal Opportunity Employer. Firma does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.