

Baltimore-Washington Conference

JOB POSTING

Job Title: Manager, Learning Management System (LMS)

Job Location: Remote

Department: Discipleship Ministries

Reports to: Program Coordinator

FLSA Status: Contract – Average 30 hours/week

Salary: \$30-\$50

Posting Date: March, 2025

Position Overview:

The grant-funded Manager of the Learning Management System (LMS) will oversee the administration, configuration, and optimization of the company's LMS platform (Tovuti). This individual will play a key role in ensuring a seamless, user-friendly experience for learners, instructors, and administrators while supporting the overall training and development initiatives. The ideal candidate will possess strong technical expertise and a deep understanding of adult learning principles and best practices in e-learning. This is a 6-month contractual position that could lead to a longer contract pending grant approval.

Key Responsibilities:

1. LMS Administration & Configuration:

- Improve user interface
- Oversee day-to-day operations of the LMS platform, ensuring smooth and efficient functionality.
- Configure courses, modules, assessments, certifications, and user access within the LMS.
- Manage user roles and permissions, ensuring correct access levels for employees, managers, and trainers.
- Troubleshoot and resolve technical issues related to the LMS, collaborating with System support as needed.

2. Content Management:

- Collaborate with instructional designers and content creators to upload and organize training content in the LMS.
- Ensure all training materials are accurately categorized, tagged, and accessible to relevant users.
- Maintain content quality, ensuring all learning resources are up-to-date and meet compliance standards.

3. Reporting & Analytics:

- Monitor and generate detailed reports on learner progress, course completion rates, and user engagement.
- Analyze trends in training data to make recommendations for improvements in course design, content delivery, and user experience.

- Ensure compliance with reporting and certification standards, including tracking mandatory training requirements.
 - 4. **User Support & Training:**
 - Provide support and training to LMS users (employees, instructors, and administrators), ensuring positive user experience.
 - Develop user guides, FAQs, and other resources to assist with LMS navigation and troubleshooting.
 - Assist in onboarding new employees with LMS-related tools and training programs.
 - 5. **System Enhancements & Maintenance:**
 - Regularly assess the LMS platform for performance improvements and suggest system enhancements.
 - Work with vendors or third-party services to implement updates, new features, or integrations.
 - Stay current on industry trends, best practices, and innovations in LMS technology and learning strategies.
 - 6. **Project Management:**
 - Lead and manage LMS-related projects, ensuring timelines, budgets, and quality standards are met.
 - Coordinate with internal stakeholders to ensure alignment with organizational goals.
 - 7. **Compliance & Best Practices:**
 - Ensure that all LMS operations comply with applicable regulations, industry standards, and company policies.
 - Promote a culture of continuous learning, innovation, and employee development through the LMS.
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Qualifications:

- Bachelor's degree in Education, Information Technology, Business Administration, or related field (or equivalent work experience).
- 3+ years of experience managing or administering an LMS, e-learning systems, or similar platforms.
- Proficiency with major LMS platforms (e.g., Cornerstone, Moodle, Blackboard, SuccessFactors, etc.).
- Strong technical skills, including knowledge of SCORM, xAPI, and other e-learning standards.
- Familiarity with course development tools (e.g., Articulate, Captivate, or similar) is a plus.
- Strong communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.
- Experience in data analysis and reporting, with the ability to translate data into actionable insights.
- Excellent problem-solving and troubleshooting abilities.
- Project management experience is preferred.

Preferred Skills:

- Certifications in LMS management or related areas.
- Knowledge of Learning & Development best practices and adult learning principles.
- Experience with system integrations and technical troubleshooting.
- Experience in managing remote or hybrid learning environments.

Compensation rate based on experience. Anticipate an average of 30 hours a week; \$35-50/hour based on experience; can set their own schedule as long as objectives are met.

To apply for this position, send a resume and cover letter outlining how you meet the specific requirements of the position to HR-BenefitsOffice@pdcabc.org. Applications will be reviewed weekly until the right candidate is identified.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Baltimore-Washington Conference is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.