

**Position:** LMS Administrator  
**Reports to:** Professional Development Operations Administrator  
**Contract type:** Regular; Full Time

*The Chartered Professional Accountants of British Columbia (CPABC) is seeking a highly organized and analytical individual with excellent attention to detail for the LMS Administrator role. We are proudly recognized as one of BC's Top Employers for 2020. Come join a collaborative network of like-minded professionals and take the first step towards an exciting opportunity by applying to the position.*

### **Job Summary**

Reporting to the Professional Development Operations Administrator, the LMS Administrator will be responsible for assisting in the implementation, delivery and maintenance of CPABC's Learning Management System (LMS) and education technology. The incumbent will also be responsible for gathering user feedback, compiling and generating performance reports, and overseeing the installation of system updates and upgrades as necessary.

### **Key Responsibilities:**

#### **System & Content Management**

- Configure content as required to populate courses in the LMS, working with third-party content providers if necessary;
- Continually assess the system and processes, identifying opportunities for improvements, suggesting enhancements and providing feedback on usage trends and defects;
- Create and maintain policies and procedures to ensure the security and integrity of the systems and networks;
- Develop resources to train and support learners on how to effectively use the LMS, ensuring all material is relevant and accurate;
- Manage common areas within the LMS, including functionality, appearance and settings;
- Work with the LMS provider to remain current on system specifications and new updates;
- Build course assessments and evaluations in the LMS;
- Work with the Instructional Technologists and Designers to troubleshoot technical issues related to course content;
- Perform quality assurance testing and sign-off on courses prior to launch, ensuring course access and configuration aligns with appropriate guidelines for learner permissions;
- Publish and archive online or blended learning solutions, assign training curricula and add / delete resources as required;
- Manage the tracking of course revisions and history records;
- Liaise with the Information Technology department to manage course asset library, system upgrades / enhancements, and any matters pertaining to the LMS interface with other connected systems;
- Review and monitor system performance on an on-going basis, assisting with maintenance to ensure the security and integrity of the system;

#### **User Management & Support**

- Create user logins and assign permissions as required, maintaining role profile and security access matrices;
- Create and manage the user structure, including user groups and learning cohorts;
- Respond to Tier-2 customer service tickets, resolving access or system functionality issues, certificate retrieval and other user issues pertaining to accessing course content;
- Manage course enrollment, including progress tracking;
- Respond to escalated support issues, which may require interaction with the LMS vendor and other support services;
- Create and distribute feedback surveys and other online assessments to gather feedback on end user LMS experiences;



### **Corporate Administration**

- Analyze LMS data and recommend solutions to help meet organizational objectives;
- Develop and update standardized tools, including generating standard and custom reports;
- Other duties and responsibilities as assigned.

### **Key Requirements:**

- Bachelor's Degree or post-secondary qualification in a related discipline, or equivalent experience;
- Three (3) plus years of experience as an LMS Administrator, or similar function;
- Prior experience in managing data electronically;
- Refined technical skills and a strong understanding of system directories and file structures;
- Proven ability to troubleshoot and resolve technical issues;
- Advanced analytical skills with the ability to deal with sensitive and complex information;
- Basic knowledge of SCORM, video conferencing or digital classroom software, xAPI, HTML5, JavaScript, report writing / XML, CSS, server-side content delivery and other LMS and LXP technologies;
- Excellent interpersonal, communication and presentation skills, both verbally and written, including the ability to communicate complex technical concepts in easy-to-understand terms;
- Demonstrated ability to problem solve through research and past experience;
- Ability to work collaboratively as a key member of a team and independently with minimum supervision;
- Meticulous attention to detail, refined organizational and time management skills and the ability to multi-task.

If this job outline describes you, please email your **résumé** and **cover letter** with **salary expectations** to [HRCPABC@bccpa.ca](mailto:HRCPABC@bccpa.ca). This posting will remain open until filled.

We thank in advance all candidates who respond; however, only those selected for interviews will be contacted.

**Why join our team?** CPABC offers an entrepreneurial environment with a competitive compensation package. At CPABC we live our core values:

- *We Are Open*
- *We Work Together*
- *We Communicate*
- *We Improve Every Day*
- *We Are Professional*
- *We Laugh and Celebrate*

### **About CPABC**

*The Chartered Professional Accountants of British Columbia (CPABC) is the training, governing, and regulatory body for over 37,000 CPA members and 5,000 CPA students. CPABC carries out its primary mission to protect the public by enforcing the highest professional and ethical standards and contributing to the advancement of public policy. CPAs are recognized internationally for bringing superior financial expertise, strategic thinking, business insight, and leadership to organizations. CPABC was presented with a BC Top Employer award for 2020.*