



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2388	Title:	Lead Learning Management System (LMS) Administrator
Date:	July 2020	Department:	Organization Effectiveness Operations
		Reports To:	Manager, Organization Effectiveness Technologies
Grade:	14	Approved By:	SVP, Organization Effectiveness

POSITION PURPOSE

Responsible for management of all operational activities, tactical planning and resources related specifically to the Trinity Health's Learning Management System (LMS). Partners closely with the Manager, Organization Effectiveness Technologies to provide leadership and deep expertise in leveraging and optimizing the LMS. Responsible for working with newly acquired organizations to implement the LMS and to remove data from divested organizations within established deadlines. Utilizes innovative and creative approaches for implementing, supporting and maintaining the LMS system in alignment with Trinity Health's and Organization Effectiveness' business priorities and objectives. Responsible for the development and implementation of applicable standards, procedures and policies specifically for the LMS. Provides primary responsibility to develop and maintain a smooth working relationship with LMS related vendors. Ensures data integrity and accurate and timely reporting.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates and demonstrates the mission, vision and values of Trinity Health in leadership behaviors, practices and decisions.
2. Responsible for management of all operational activities, tactical planning and resources related specifically to the Trinity Health's Learning Management System (LMS).
3. Partners closely with the Manager, Organization Effectiveness Technologies to provide leadership in leveraging and optimizing the LMS. Consults with Trinity Health leaders and stakeholders regarding LMS needs and performance.
4. Maintains and modifies the technical requirements of Trinity Health's LMS for reference in sourcing efforts and ensuring compliance with contractual requirements. Collaborates with TIS to ensure Technical Requirements and Trinity Health Information systems are compatible with the LMS.
5. Implements LMS in newly acquired organizations according to the System Integration Plan and provides resources as needed. Ensures divested organizations become inactive and the LMS contract is terminated. Project manages the LMS implementation and Workday Integration for acquisitions. Facilitates a smooth and effective implementation of the Trinity Health LMS, including transfer of legacy system education records when desired by the acquired organization.
6. Responsible for the development and implementation of applicable standards, procedures and policies specifically for the LMS. Establishes performance metrics based on the functionality and impact of the LMS and for use in identifying potential improvements. Serves as the LMS expert

regarding system functionality, business processes, integrations, reports and audits.

7. Maintains strong data integrity through development and implementation of policies and procedures and enforces adherence to established and proven procedures
8. Partners closely with the Manager, Organization Effectiveness Technologies to recruit, hire, onboard, and retain qualified individuals in the Senior LMS Administrator and LMS Administrator roles.
9. Collaborates with the Manager, Organization Effectiveness Technologies to create the development plans of the Senior LMS Administrator and LMS Administrator roles. Supports the ongoing development of LMS Administrators by mentoring and coaching and sharing of best practices.
10. Plans the agenda for and facilitates the Trinity Health LMS User Group meetings (meetings of all Trinity Health LMS Administrators) to assure alignment of all Administrators with LMS standards and content/data integrity and LMS direction. Participates in National User Group meetings.
11. Plans and executes LMS design, configuration, system upgrades and related integration projects. Continually evaluates new modules and product enhancements for their ROI.
12. Works closely with Strategic Sourcing to manage LMS contracts, LMS and related content group purchases, RFIs, RFPs and Strategic sourcing efforts related to the LMS.
13. Creates and maintains strategic relationships with the LMS and content vendors. Establishes quality expectations and ensures that vendors meet or exceeds delivery and quality requirements.
14. Advises the System senior leaders, particularly those in clinical roles, Organization Effectiveness leaders, HR leadership, and other stakeholders with respect to issues, needs, and content concerns.
15. Works closely with the Manager, Organization Effectiveness Technologies to ensure learning technologies integrate with the LMS.
16. Participates in professional organizations and industry forums to stay current with learning technology tools.
17. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in Learning Technology, Information Technology, Education or a related field with a minimum of seven (7) years of progressively responsible experience with learning management system(s) in the field of Learning and Development, Education or Learning Technology with some people management or project/program management understanding, or an equivalent combination of education and experience.
2. Master's degree is preferred.

3. Ability to effectively represent department (System Office Talent Development) to Ministry administrators and other internal individuals / groups and represent Trinity Health to LMS vendor and related suppliers.
4. Work experience in a health care setting and HealthStream HLC knowledge is a plus.
5. Broad knowledge of IT industry language, standards, and ability to communicate with TIS colleagues and vendor staff regarding interfaces, system requirements, problem solving, etc.
6. Broad knowledge and experience working with HRIS Systems required, including how they relate to various HR applications. Knowledge of the purpose, general structure, common functionalities, and core data elements of Learning Management System (LMS) applications. Experience with Workday and / or HealthStream a plus.
7. Experience in developing new work processes and methodical improvement of existing processes required.
8. Ability to foster engagement and collaboration among non-reporting colleagues as needed individually or in groups to assist in problem resolution or improvement efforts.
9. Excellent written and interpersonal communication skills as applied to adult learning and complex issue resolution (e.g., use of diagrams, graphs, analogies, cited references, glossaries, content organization, etc.). Ability to communicate effectively with managers and peers across the organization.
10. Experience developing and delivering related education, i.e. job aids, guidelines, abbreviated instructions. Ability to mentor Senior LMS Administrators in the development of educational materials as needed.
11. Ability to effectively facilitate and influence teams through strong leadership, coaching, communication and negotiation skills. Ability to influence results, garner support and tactfully manage complex relationships and influences within and across the organization.
12. Exceptional ability to manage and meet individual and team deadlines. Must be highly motivated, with superior organization skills, to handle multiple simultaneous projects. Must be highly creative, with a thorough attention to detail.
13. Must be effective in managing and continuously reevaluating and reprioritizing work due to frequent requests and issues that cannot always be anticipated.
14. Must possess ability to manage and meet multiple deadlines. Must be highly motivated, with superior organization skills, to handle multiple simultaneous projects. Must be highly creative, with a thorough attention to detail.
15. Must be comfortable operating in a collaborative, shared leadership environment
16. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Must be able to set and organize own work priorities, and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.
2. Must be able to travel to the various Trinity Health sites (15%) as needed.
3. Must possess the ability to comply with Trinity Health policies and procedures.
4. This person operates in a typical office environment. The area is well lit, temperature controlled and free from hazards. Incumbent communicates frequently over the telephone, with people in a number of different locations. Manual dexterity is needed to operate a computer and keyboard. Hearing is needed for extensive phone and in person communication.
5. This person must be able to adapt to frequently changing work priorities and schedules.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.