**Learning Management System Administrator**

Reports to Operations Manager, Data and Systems

Band Band 4, HPV Enterprise Agreement 2018

## Position Summary

This position is responsible for supporting Health Purchasing Victoria with implementation, delivery, and administration of ECHO, the HPV Learning Management System (LMS). Working closely with HPV’s People and Culture, Communications, Compliance, Data and Systems, and divisional subject matter experts (SMEs), this position is responsible for ongoing implementation and migration of training courses to, and administration of, HPV ECHO.

This position will:

* Apply strong technical understanding of learning management system administration and eLearning content development to:
  + Configure the system to meet the requirements of the HPV ECHO LMS and ongoing administration of the LMS.
  + Create online courses for delivery to internal (HPV) staff and external (Health service) learners.
* Contribute to the development of a broad range of content based on industry best practice, including eLearning content, tools, courses and assessments.
* Contribute to the development and design of courses as defined within the ECHO course priorities.

## Specific Duties and Responsibilities

### Learning Management System Administration

* + Ongoing management and support of the HPV ECHO LMS.
  + Critically evaluate the success of LMS learning solutions through evaluation forms and other feedback mechanisms and make continual recommendations for improvement.
  + Manage the LMS content library to meet the needs of programs delivered via the LMS.

### Develop Learning Content

* + Design and develop learning solutions with real business impact through creativity, pragmatism and using a variety of delivery modes, taking into account timing and budget constraints.
  + Develop, convert and integrate eLearning content for the LMS using course creation tools in the Totara LMS and in Lectora including SCORM packages, programs and courses for internal and external stakeholders.
  + Translate complex technical requirements into content to meet organisational, divisional and individual needs.
  + Produce and edit graphics within applications to meet HPV branding requirements and learning deliverables.

### Delivery of User Training

* + Coordinate LMS User Training including scheduling and booking learning activities, facilitating training, evaluating learning activities, managing learning-related communications, coordinating required resources, and other activities as required.
  + Promote the awareness and use of LMS policies, guidelines, templates, best practice examples and other HPV resources.

### LMS Standards Management

* + Edit process documents on both a scheduled and as-needs basis for clarity, structure, spelling, grammar and punctuation.
  + Liaise with the Communication team to ensure appropriate application of approved HPV style conventions is included in the LMS.

### Stakeholder Engagement

* + Work closely with internal stakeholders to ensure that LMS learning solutions meet the diverse learning needs of HPV, public sector and health service stakeholders
  + Participate in and coordinate the input of requirements during specification development meetings or via online collaboration, ensuring that expectations are captured and understood, and key deliverables agreed.
  + Liaise with internal and external stakeholders to develop and maintain LMS documentation including guidelines, procedures, tools and templates.

### Leadership

* + Foster a workplace culture that is consistent with HPV’s organisational culture emphasising organisational values.
  + Maintain strong lines of communication, both formal and informal, with ELT and key HPV stakeholders to ensure the smooth operation of the organisation.
  + Support organisational change and growth as requested to assist HPV in fulfilling its legislative functions in line with its Strategic Plan.

### HPV Values and Cross Functional Collaboration

* + Establish and maintain strong working relationships with key individuals and groups across HPV’s stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV’s values.
* Represent HPV in appropriate forums to strengthen relationships and improve mutual understanding.
* Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
* Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
* Uphold HPV values:
  + - We are customer-focused; we focus on customer and patient outcomes
    - We keep it simple; we strive for efficient and effective ways to achieve our goals
    - We are collaborative; we work as a team toward common goals
    - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
    - We inspire confidence; we do the right thing. We are open, honest and trustworthy

### Data Security

* + Comply with HPV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Learning Management System Administrator may be required to undertake other duties from time to time.

## Qualifications and Experience Required

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| **Academic** | * + A relevant Information Technology qualification and/or proven experience working in a technical environment and administering a Learning Management System or similar online system. |
| **Experience** | * + Experience working with Totara Learning Management System or similar.   + Experience in reports management within Moodle/Totara LMS systems or similar.   + Strong working knowledge of web-based training authoring tools, design of eLearning testing protocols, testing and deployment of eLearning modules.   + Understanding of the interface between web-based training and other modes of training delivery (i.e. face-to-face).   + Experience developing, editing and authoring web and blended training programs, and partnering with internal stakeholders to ensure compliance, course requirements, and strategic objectives are met.   + Understanding of adult learning principles and how they apply to both online and blended training solutions, demonstrating sensitivity to the HPV audience including applying best practice learning principles.   + Experience developing a broad range of documentation such as user guides and manuals, technical specifications and training materials.   + Experience in training program evaluation and improvement.   + Computer literacy in MS Word, Excel and HR Information Systems.   + Experience with process modelling concepts, including tools such as MS Visio, desirable.   + Experience with graphics editing packages such as Adobe Illustrator desirable.   + Experience with sharepoint-based document management systems. |
| **Personal** | * + Excellent interpersonal, communication and presentation skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence and strong written communication skills.   + Strong problem solving skills focus, persistence and a positive outlook to ensure work is delivered within expected timeframes and outputs are of the appropriate quality, and accuracy.   + Self-directed; able to take initiative and work independently when required.   + Ability to manage and prioritise multiple concurrent tasks, and work flexible hours as required to meet business needs.   + A high level of personal integrity. |