**TITLE: Learning Technology Support Specialist**

**Position Description**:

The Learning Technology Support Specialist will work with staff, volunteers, and education customers to support the deployment and ongoing management of ORG [Replace “ORG” throughout with your organization’s name] learning technologies, including a Web-based learning management system (LMS), Webinar platform, and any authoring or communication tools related to these technologies.

# Duties and Responsibilities

The responsibilities of the learning technology support specialist include the following:

* Support the efforts to populate ORG’s learning environments with content, including installation of SCORM-compliant online courses, resource documents, “seed” threads for discussions, and other materials.
* Responsible for all administrative tasks in technology platforms supporting e-learning
* Perform routine administrative tasks in the technology platforms supporting e-learning.
* Monitor any course-related discussion boards or e-mail accounts to ensure that questions are being addressed by helping instructors and staff stay on top of community-generated questions and content related to courses.
* Provide general support to online learners, including, helping with e-commerce/registration/enrollment questions, computer issues interfering with the learners’ ability to complete the course, and general inquiries about the course organization and makeup.
* Collaborate with staff and subject matter experts to create, identify, or obtain new content for the learning Web site on an ongoing basis.
* Support use of the content and course management systems by subject matter experts.
* Responsible for technical set up of webinars once the program and schedule is identified
* Build effective relationships across the technical and content staff to ensure the best use of technologies
* Effectively reviews new/emerging technology solutions/trends to make recommendations

# Qualifications

* Bachelor’s degree with a minimum 2 years’ experience working with administration and support of Web-based content systems, preferably in the areas of online learning and/or knowledge management
* Experience in working in the field of healthcare, associations and/or financial sectors preferred
* Command of Microsoft Project, Word, Excel, Outlook, and PowerPoint
* Strong communication, writing, and organizational skills with experience in writing, editing, and posting Web-based content, particularly content intended for educational purposes
* Ability to work effectively as a team member and manager of complex projects
* Ability to project manage in a changing environment and prioritize competing requests
* Ability to facilitate group meetings and work directly with content providers
* Ability to manage time effectively and coordinate /deliver on multiple projects in a timely manner
* Experience in providing support to administrative and end users of Web-based applications, particularly learning applications

**About ORG**

Basic description

**If interested, please send a resume to** [**resumes@ORG.org**](mailto:resumes@hfma.org)