



Commercial Vehicle Safety Alliance

Improving uniformity in commercial motor vehicle safety and enforcement

Learning Management System (LMS) Specialist

About the Position:

The Commercial Vehicle Safety Alliance (CVSA) is seeking a learning management system (LMS) specialist. CVSA has a small but dedicated staff and the organization is looking to add someone who is driven with a dedication to member service to our energetic, busy team. The successful candidate must be able to work independently, juggle multiple issues, tasks and responsibilities at a time, and enjoy working within a team environment. This entry/mid-level position has the opportunity and potential for growth. The LMS specialist will report directly to the director of multimedia development.

Position Description:

This position will be responsible for managing the daily operational performance of the LMS and the overall relationship between the LMS vendor(s) and CVSA. The LMS specialist will serve as the system expert to troubleshoot issues; manage interactions between CVSA's association management system (AMS); perform system training to internal and external stakeholders; provide reports and analytics; manage the testing functionality and processes; be responsible for content instructional design; and manage all system upgrades, enhancements and customizations to maintain and enhance the overall user experience. The individual will work closely with subject matter experts, content developers, CVSA staff and organizational leaders to provide technical expertise, identify needs and create rich, interactive eLearning content.

Position Responsibilities:

- Maintains administrative governance over the organization's LMS
- Creates and modifies course configurations, assignments of roles, securities and permissions; manages users and user/learning groups and course assignments; and monitors internal system notifications
- Designs, develops and implements eLearning courses that align with the organization's strategic plan, with the assistance of subject matter experts
- Researches and recommends software, content creation and interactive media
- Creates and maintains databases to track participants, technical issues, and feedback
- Produces rich interactive presentation products, including illustrations, image editing, graphics design and video motion graphics, for use in long-format video productions, LMS course materials, electronic conferencing presentations, info graphics and other applications, as needed
- Maintains strong competencies related to instructional design and technology-based learning
- Prepares reports and analyzes LMS usage data, including monitoring and evaluating course or program effectiveness
- Provides appropriate LMS training for the organization
- Provides support and/or leadership to assigned projects
- Actively participates in collaborative meetings with teams and other key stakeholders to support the day-to-day operational requirements
- Collaborates with management on project planning and instructional materials
- Assists with the production of educational and training multimedia materials with related outside organizations
- Manages all aspects of the LMS vendor relationship(s)

Position Requirements/Qualifications:

- Bachelor's degree required, with coursework in education, information technology, graphic design, instructional media or related fields
- Advanced degree in instructional design, education, digital multimedia design or related discipline is a plus
- Minimum of three years of experience in web-based instructional education design and delivery
- Knowledge of principles and methods for curriculum and training design
- Knowledge of adult learning techniques
- Experience administering an LMS
- Experience with automated instructional design and technology
- Demonstrated abilities in developing and maintaining effective, positive working relationships with internal and external stakeholders
- Strong organizational abilities, including the ability to coordinate multiple projects simultaneously in a fast-paced and challenging environment
- Strong project management skills, including planning, scheduling and communication
- Self-reliant and capable of quickly solving problems and resolving conflicts at various levels
- Ability to think critically and creatively and make decisions based on instructions and previous experience
- Experience with database management (e.g., an association management system)
- Ability to provide exceptional, hands-on customer service by phone and email
- Strong attention to details and deadlines
- Exceptional verbal, written, listening and interpersonal skills
- Experience working with workflow and procedure analysis
- Experience developing interactive training materials and learning objects using authoring tools (e.g., iSpring, Adobe Captivate, Articulate Storyline, Adobe Acrobat)
- Visual design skills and ability to storyboard
- Experience with video and audio editing software and image manipulation
- Ability to write instructional text and audio and video scripts
- Ability to collect data, create reports, and prepare written communications with an attention to detail and accuracy
- High level of proficiency with Microsoft Office Suite, including PowerPoint and Excel
- Ability to produce, review and analyze Excel reports, LMS system reports, etc., for consistency and accuracy
- Program/project management experience
- Team orientated
- Ability to travel

Salary Requirements:

The salary for this position is commensurate with experience, plus a competitive benefits package.

To Apply:

Please submit your resume with a cover letter explaining why you are interested in the LMS specialist position, why you are qualified and your salary requirements to hr@cvsa.org. Applications are due Dec. 31, 2018.