Ontario Association of
Children's Aid Societies

Job Posting #	2021-09
Title:	Learning Management System (LMS) Technical Specialist
Classification:	Professional
Employment Duration:	Permanent, Full-time
Salary Range:	$72,304 - $90,419
Location:	Toronto, ON

The Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies in Ontario since 1912, providing service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children.

Reporting to the Manager, Learning Systems, OACAS Learning, the LMS Technical Specialist is responsible for the facilitation of service delivery using cloud based LMS and integrated learning, registration and training administration platforms. This position is also responsible for the quality assurance for all the online learning content developed by the OACAS Learning Development and Evaluation (LDE) team as well as the 3rd party content providers (vendors). The position oversees the compatibility of all technology used within the LMS environment, eLearning authoring tool and all industry standards. This position will work closely with the OACAS IT team to ensure a seamless integration of enterprise learning systems and ensure that data can be exported from the connected systems and shared with stakeholders and partners. This position is also responsible for being the technical key contact to 3rd party content providers, LMS and other systems or spaces within OACAS online learning service platform.

Duties and Responsibilities:

The LMS Technical Specialist works closely with the members of the OACAS LDE team to provide technical quality assurance and test results during the course development and revision process, and to ensure all courses are deployed successfully online and that all systems are functioning adequately to ensure a positive learner experience. The LMS Technical Specialist works closely with the Manager, Learning Systems to coordinate schedules and deliverables.

1. Technical Coordination, Testing, Maintenance, QA and support of LMS
   - Review and discuss any changes or problems concerning the live/active courses with the Instructional Design & Development Specialists and when appropriate with the Manager, Learning Development and Evaluation
   - Work closely with LMS Vendors to address technical issues that may arise and to test functionality of systems when requested/required.
   - Manage a record of the evolution of all online version/authoring tool/update etc. of course information, including the history associated with revisions, in a shared database for the OACAS Learning department
   - Work with the Manager, IT as required to
     - o troubleshoot and investigate system issues
     - o keep informed of LMS upgrades and best practices

- o co-ordinate the integration (planning, testing, and implementation) of new technologies including LMS updates and third-party applications and monitor LMS functioning
- Develop the service test scripts specific to LMS functionality, and troubleshoot local issues
- Responsible for the learning service desk, including analyzing feedback from users through various channels to recommend adjustments to the LMS; generate reports as required
- Given exposure to all online courses, identify best practices that exist in some courses and may be transferable to others, and flag these to the LDE team
- Contribute to the development of LMS administration and content/data migration processes
- Provide LMS training and support to new hires within the Learning Development and Evaluation group
- Research methods to improve ongoing efficiencies and tool effectiveness and promote the effective use of the LMS amongst those engaged in course development
- Create, update and communicate user documentation and orientation/training materials to facilitate effective and user-friendly implementation of the LMS
- Extract data from the LMS system including course data, survey data, student data, enrollment data, usage statistics
- Link data with other systems – Excel, Domo, for analysis by OACAS Learning staff

2. Complete all tasks and responsibilities associated with the pre-live preparation of online courses (new and re-offer), developed by the LDE team, per the associated timelines.
   - Contribute to the development of new online courses, as it pertains to the effective use of the LMS
     - o Participate in the requirements analysis and design phases of course development, to understand shared goals and needs, and to ensure compatibility with LMS
     - o Provide LMS expertise to the LDE team, helping to inform design and development decisions, such as those associated with:
       - Learning activities within the LMS
       - Assessment strategies within the LMS
       - User experience
   - Provide comprehensive technical testing and proofing of all course components; ensuring readiness for the go-live
     - o Define and implement test plans including those for SCORM Components, using the industry best practices
     - o Create and execute functional test cases/scripts
     - o Report and validate any issues discovered during test execution, work closely with the LDE team to ensure issues are resolved on a timely manner to meet the go-live timeline
     - o Use quantitative measures to qualify the test results against requirements and document all test results to assist management make informed decisions on go-live readiness
     - o Provide regular status report to the Manager, Learning Systems
     - o Test for web accessibility and usability and keep abreast of industry standards, best practice and advances in technology and techniques in these areas
     - o Test all online components in various browsers and on various hardware platforms. Alert appropriate team/staff to problems as appropriate
     - o Create Master Course(s) and related course shells online for uploading and testing in test environment

- Create course shells, copy all components from the master course to course shells and notify the Registration Specialist to set up registration site for go-live
- Contribute to the evolution of online course development model and related processes, through participation in working groups and standing committees

3. Complete all tasks and responsibilities associated with the pre-live preparation of online courses that are licensed and/or developed through 3rd party content providers, per the associated timelines.
   - Liaise with the 3rd party content providers, D2L helpdesk and OACAS IT Business Lead, Internal Operations to ensure the content is uploaded and ready for testing
   - Provide comprehensive technical testing and proofing of all course components; ensuring readiness for the go-live
   - Create course shells, copy all components from the master course to course shells and notify the Registration Specialist to set up registration site for go-live

4. Provide excellent customer service (including resolving technical issues, providing system walkthrough, etc.) to OACAS staff, myOACAS Learning users (learners, administrators, facilitators, etc.) and other clients of myOACAS learning through myOACAS support centre (helpdesk) and other applications/tools.

Education and Experience

- Post-secondary degree in Information Technology, Business, Adult Education or related field; Technical courses and certifications relating to learning management system administration, or equivalent combination of education and relevant experience
- Experience working in an Enterprise learning environment
- Extensive experience working within a cloud based LMS Environment (Moodle, D2L, Blackboard); Desire2Learn BrightSpace learning environment would be an asset
- Minimum of 3 years of experience in quality assurance and test planning for learning management systems using the industry best practices
- Minimum 3 years of experience in supporting corporate learning programs, public/private educational institutions/programs that utilize a learning management system
- Minimum 3 years' experience with SCORM with extensive knowledge of API (including xAPI and cmi5) within an LMS environment

Knowledge and Skills:

- Advanced Knowledge of best practices and trends in learning and development, including up-to-date knowledge of learning-related technologies; experience with virtual learning tools/platforms an asset
- Advanced knowledge of eLearning authoring tools such as Articulate Storyline, Captivate, Flash, etc.
- Experience with SQL, data exports and extractions, and connecting data with technical and learning system; understanding of data management and reporting and with excellent analytical skills
- Experience with HRIS systems or Student Information Systems
- Excellent critical thinking, judgment and problem-solving skills
- Excellent customer service skills
- High attention to detail, with strong planning, organizational and project management skills
- Proven interpersonal and negotiation skills
- Strong writing and presentation skills
- Experience in business process development, analysis and improvement

- Proficiency in full suite of Microsoft Office products

Assets:
- Bilingual English/French

Requirements:

APPLY ONLINE at https://jobs-oacas.icims.com/jobs/intro by 5:00 p.m. on Tuesday, May 26, 2021. *Please attach a cover letter and resume in one file.*

We thank all candidates for their interest; however only those considered for an interview will be contacted.

OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.

Accommodation at OACAS
We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-7725. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.