



LivingWorks is seeking a **Learning Management System (LMS) Administrator**

About LivingWorks

For nearly four decades, we've wondered: how can we make the world a better place? At LivingWorks, that comes in the form of saving lives from suicide. We make it possible with innovative, evidence-based training that can empower anyone to recognize someone's distress and take action to keep them safe. Everyone has a role to play, and we have a training program for every role.

We've grown a lot since 1983. From a small start-up to a global company, we're honored to be training communities and organizations around the world. Military units, teachers, corporations, volunteers, faith communities, mental health professionals, and countless others rely on our training to save lives every day.

We bring skills to over 200,000 new trainees annually... and over the next few years, we have an ambitious plan to greatly expand that number. To help succeed as we grow, we are looking for an LMS Administrator who thrives in a team environment and has:

- A technical background, with a curious and learning mindset
- Training skills
- Multitasking and organizational skills with strong attention to detail
- Proven communication skills – both verbal and written
- An ability to professionally liaise with multiple sets of stakeholders
- A willingness to take initiative to improve business processes related to learning management activities
- The ability to problem solve and troubleshoot issues
- Demonstrated strong customer care skills
- The ability to learn quickly, work independently, adapt to change, and prioritize in a fast paced environment
- A strong work ethic

Does this sound like you? Do you want to learn more? Read on.

The Position

The LMS Administrator will be responsible for customer support and user records management in the Learning Management System.



Key Responsibilities

- The overall centralized administration and support of all LivingWorks trainings and related processes
- Leveraging the LMS effectively and efficiently to support learning activities across the organization
- Supporting end users and delivering training about the use of the LMS (internally and to new client organizations), when required
- LMS content management
- Client/Customer helpdesk support
- Managing client interfaces (web portals set up and enrollments) in a competent, professional and timely manner
- Report generation (routine and at request)
- Working with clients to enhance their user experience by showing them how to navigate the system, generate and interpret reports, and identify general usage patterns
- High level technical support by troubleshooting issues where necessary, and working with the Business Infrastructure team and other stakeholders to promptly resolve technical, system, and master data related issues
- Receiving and responding to LMS related queries
- Participating in testing activities related to configuration changes and regular system upgrades
- Working with technical vendors to resolve customer issues where necessary
- Other duties as required

Qualifications and Experience

- A Post-Secondary education in Human Resources, Business Administration, Learning and Development, or related field of study.
- Intermediate working knowledge of Microsoft Office – especially Word and Excel, and Google Suite (including Google sheets, slides, and Gmail)
- Minimum 1 to 2 years' experience in one or more of the following areas are considered an asset:
 - Learning Management Systems
 - Data Management
 - Help Desk

How to Apply:

Sound like a fit? We'd love to hear from you. Please provide your resume and cover letter detailing your qualifications to hr@livingworks.net