



Position Description

Position Details

Business Entity	Kaplan Business School	Department	Operations
Job Title	LMS Administrator	Location	Melbourne campus
Reports To	Content & Learning System Manager	Direct Reports	Nil

Overall Purpose

Kaplan Business School utilises Moodle as its Learning Management System (LMS). The purpose of the LMS Administrator role is to manage the day to day operations activities required to run an efficient LMS platform. This includes: updating and maintaining the LMS platform and associated systems; monitoring and resolving issues; and providing troubleshooting assistance to users.

Key Responsibilities

LMS administration

- Build and maintain academic subject and service pages within the LMS, including uploading course content, building quizzes and setting up assessments.
- Work with associated plugins and platforms including TurnItIn and OpenAthens.
- Manage core Moodle components like gradebook, forums and blocks.
- Assign and manage user roles and permissions across courses, categories and sites.
- Effectively and efficiently diagnose, monitor and resolve incidents and communicate related root causes for problem fixing to the relevant stakeholders.
- Monitor help desk/support inbox to resolve student and staff issues with the LMS and associated platforms.
- Develop and provide handbooks, user guides, FAQs and training to support users as needed.

Continuous improvement of LMS and processes

- Document and regularly update LMS administrative processes and procedures.
- Proactively contribute to issue resolution and continuous improvement of the platform and the processes for managing it.
- Regular reporting on areas of improvement.
- Conduct regular testing to ensure the reliability, availability and functionality of the system.
- Follow a thorough quality assurance process when building or altering any content or element of the LMS.

Collaboration and communication

- Collaborate professionally and effectively with IT, Academic and Operations teams to improve the design and functionality of the learning management system.
- Explain technical concepts in a manner that is easy for non-technical staff and students to understand.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, deconstruct high-level information, and distinguish user requests accordingly.

**General**

- Maintain and improve skills through personal development measures to ensure up-to-date subject matter expertise.
- Participate in meetings and conduct general administration.
- Produce reports as necessary and engage in data analysis.
- Assist with relevant staff and student issues and the associated responses.

Contribute to a supportive, positive and safe workplace

- Comply with all company policies and procedures including WHS legislation requirements.
- Ensure as far as is practicable that the workplace is safe and that risks are minimised.
- Be a productive member of the Kaplan team by being a daily exemplar of the company's values.
- Adhere, and suggest improvements to, policies and procedures.

Qualifications and Skills**Essential**

- Degree level qualifications.
- Minimum 2 years' experience working with Moodle and plugins such as TurnItIn.
- Experience working within a higher education environment.
- Knowledge and skills in front end development (HTML/CSS).
- Intermediate-advanced skills in MS Word, Excel and PowerPoint.
- Intermediate skills with image editors (e.g. GIMP or Photoshop).
- Experience working with CSV and PDF files and converting them between different formats.
- Proven experience with process planning and clear, accurate documentation.
- Advanced problem solving, organisational and time management skills.
- Ability to work under pressure, prioritise responsibilities, and be adaptable to achieve deadlines.
- Ability to work independently and take initiative, but also be an enthusiastic team player.
- Strong communication skills (written and verbal) with the ability to earn trust and credibility.
- High-level attention to detail and commitment to quality.

Desirable

- Experience in UX and UI design and development
- Ability to use the Adobe Suite of products to create/edit multimedia resources.
- Working knowledge of JIRA.
- Experience developing resources in Articulate Storyline and RISE.
- User management experience with OpenAthens or a comparable system

Employee Signature _____

Date _____

Manager Signature _____

Date _____