



**FP Canada** <sup>TM</sup>

*Advancing Professional  
Financial Planning*

**POSITION TITLE:** Learning Support Specialist

**REPORTS TO:** Director, Education

**DATE:** May 2020

**CURRENT INCUMBENT:** Vacant

**DIRECT REPORTS:** None

## **1. POSITION OVERVIEW:**

The LSS role is a vital connection point for the Institute team, applying creative and proactive problem solving skills with a consultative, service-oriented approach in a variety of functions and tasks to support the development, delivery and maintenance of education programming for aspiring and certified QAFP and CFP professionals.

Working closely with the team and internal stakeholders at all seniority levels in the organization, the LSS supports critical day-to-day functions while leading and/or contributing to development of service and administrative infrastructure to support organizational growth.

This role works in a fast-paced environment supporting multiple groups within the Education Department simultaneously. The incumbent will need to be flexible and adaptive to support evolving priorities, possess big-picture thinking, and bring a keen eye for detail. In addition, the successful individual will need to be highly effective with project and task management, taking initiative and ownership, and applying a “customer-centric” mindset to everything they do.

## **2. KEY RESPONSIBILITIES:**

### **2.1. Instructor, Marker and Student Support (25%)**

- Provide ongoing administrative support to the Lead Instructor and marking team, including but not limited to invoice review and tracking, schedule management, marking event coordination, LMS administration and operations support
- First point of contact for Certificant & Student Services team escalations/complex inquiries, triaging escalations and managing inquiries to SLA's via service desk ticketing system

- Own the day-to-day administration of learners, instructors, and markers including user set up, first-level technical support for LMS, student extension requests, etc.;

## **2.2. LMS & Program Administration (20%)**

- Manage the day-to-day and ongoing operation, maintenance, usage, analysis and administration of the Learning Management System;
- Updates, changes, or creates HTML, scripting and CSS as necessary
- Upload courses, assessments and other materials to the LMS
- Manage global security settings and availability within the LMS
- Work with vendor to ensure the smooth implementation of product upgrades
- Answer and resolve technical issues related to the LMS system including documenting and responding to LMS helpdesk tickets
- Provide on-call trouble-shooting support for all LMS related issues; taking action on issues with appropriate urgency and communicating pertinent information to relevant user representatives
- Serve as a point of contact for staff, markers, and instructor for questions and problems relating to the LMS system
- Set up annual program calendar and sessions

## **2.3. Elearning Production, Testing and Maintenance (20%)**

- Provide comprehensive technical testing and proofing of all course components; ensuring readiness
- Perform quality assurance checks on content and test content functionality and communication with LMS prior to deployment
- For revised materials, proofreads and test content; checks for consistency of terminology and formatting; check audio coherence within course concepts and provide feedback to developers
- Test for web accessibility and usability and keep abreast of industry standards, best practice and advances in technology and techniques in these areas
- Maintain elearning courses on an as needed basis using elearning software (ex. Articulate RISE, Adobe Creative, Lectora, Storyline).

## **2.4. Service and Administrative Infrastructure Development (15%)**

- Design/develop/document service and administration policies and processes, collaborating with team and stakeholders to ensure policies and processes deliver excellence in student experience while optimizing internal efficiency

- Lead the creation, documentation, maintenance and training of LMS standards, policies and procedures

## **2.5. Insights, Data and Content Management (15%)**

- Drive development of department insights & analytics in collaboration with team and stakeholders
- Work with complicated sets of data and reconcile information from different systems
- Performs data analysis to identify trends in usage of training materials and prepare reports of findings
- Examine reports to locate and resolve errors all the while ensuring consistency and integrity of the data
- Compile and communicate performance metrics for online and classroom training courses in order to measure training effectiveness
- Conduct research and develop reports/briefs/analysis to support product development, LMS and program enhancements, and other research projects as assigned
- Create and oversee an efficient and effective content management system
- Support content management processes through the storage, versioning and organization of a variety of written and digital materials
- Track department data, such as but not limited to expenses, time and invoice tracking of contractors, volunteers, markers, and vendors

## **2.6. Project and Meeting Coordination (5%)**

- Liaise and coordinate activities related to department projects
- Set up and manage meeting logistics
- Identify deliverables nearing project deadlines and identify potential time or resource conflicts
- Set up and manage meeting logistics

## **2.7. Administrative Support (5%)**

- Conduct administrative duties to support Lead Instructor, Head of the Institute and Director, Education
- Perform other duties as assigned.

### 3. REQUIRED QUALIFICATIONS:

- Post-secondary degree or diploma
- Minimum of 3 years' experience managing an LMS, including user management, reporting, eLearning course management (D2L/Brightspace experience an asset)
- Minimum of 3 years managing content and/or data in a highly complex environment
- 2+ years' experience with eLearning authoring tools; Articulate product suite a significant asset
- Advanced proficiency with Microsoft applications (Outlook, Word, PowerPoint, Excel, Project)
- 5+ years' experience with eLearning authoring tools; Articulate product suite a significant asset
- Advanced proficiency with Microsoft applications (Word, PowerPoint, Excel, Visio) (Expert Excel reporting and number crunching skills are an absolute must-have);
- Knowledge of AICC, SCORM, and xAPI standards;
- Working experience with HTML, CSS, and Javascript;
- Knowledge of user workflows and UX;
- Knowledge of ZenDesk helpdesk system;
- Direct experience in a training or learning function or learning vendor required
- Demonstrated experience coordinating events
- Excellent written and verbal communication skills
- Formal project management education and experience an asset
- Proficiency in French an asset

### 4. COMPETENCIES:

- Consultative and service-oriented approach with exceptional partnering skills
- Highly skilled at managing multiple priorities and self-organizing with minimal oversight
- Maintain strong competencies related to instructional design and technology-based learning.

- Exceptional project management skills with proven ability to organize plan and execute projects against deadlines;
- Ability to problem solve, identify trends, extract insights from analytics and data, and recommend improvements and actions;
- Experience working with senior executives.
- Strong teamwork and collaboration skills.
- Take ownership and initiative to get things done.
- Team player, with strong collaboration skills, professional demeanor and positive supportive nature.
- Strong troubleshooting, problem solving and analytical skills
- Highly creative and innovative
- High attention to detail

## 5. CORE ORGANIZATIONAL COMPETENCIES REQUIRED:

- **Quality of Work:** Consistently produces work with a high degree of excellence, accuracy and attention to detail. Keeps current of issues and trends.
- **Quantity and Output:** Meets deadlines, remains focused and manages multiple projects/priorities to deliver results.
- **Professionalism:** Projects the organization's values and represents the organization with integrity and passion when dealing with all stakeholders.
- **Collaboration and Teamwork:** Works collaboratively with all internal and external stakeholders, shows empathy, demonstrates respect, treats all with equality and fairness. Acts ethically at all times. Builds strong partnerships.
- **Communication Skills (written/oral):** Effectively prepares and delivers information, orally and in writing, in a clear, open and concise manner.
- **Critical Thinking:** Effectively analyses and evaluates options, considering all implications and consequences of decisions.
- **Adaptability:** Embraces change. Actively advocates work improvement and efficiency within the organization, its structures, work processes, tasks and culture.
- **Initiative:** Proactively sets and holds self accountable for high standards and goals for self and the organization. Seeks out new challenges and seizes opportunities to learn, develop and grow.