

Learning Management Support Office Manager

Do you enjoy working with a Learning Management System (LMS), leading people and managing projects? We have an exciting opportunity for a technically savvy manager in our Minneapolis-based Learning Management Support Office (LMSO). The LMSO is a highly visible business area that supports all twelve Federal Reserve Banks and the Board of Governors. This position will oversee daily operations, manage LMS upgrades and perform hands-on work with data and technology in support of customer needs. Responsibilities include:

Project Management

Lead complex projects involving multiple stakeholders across departments, vendors, districts, business lines, and technology functions.

Develop detailed project plans, drive implementation and remove obstacles.

Manage the implementation of quarterly LMS (Saba) upgrades.

Operations

Manage customer support operations and compliance activities.

Lead the creation of processes that streamline operations, maintain compliance, assist customers in keeping data clean and deliver outstanding customer support.

Implement processes and tools to analyze, measure and monitor work volume, service level agreements and support activity.

Translate policy decisions from governing bodies into operational plans: coordinating work assignments and implementation with efficient use of resources.

Assist with formulating and managing the department budget.

Technical

Lead staff, vendors and multiple technology partners to analyze issues, identify patterns, determine root cause and resolve difficult technical issues.

Coach staff to fully leverage available functionality and develop creative solutions to meet customer business needs.

Develop deep expertise in the department's portfolio of applications and interfaces.

People

Direct the work of operational, technical and analytical support staff to ensure optimal day-to-day functioning and achievement of long-term strategic objectives.

Lead, develop and manage performance for a team of Business Analysts.

Manage project teams and provide clear direction to staff.

Work collaboratively with department leadership to optimize resources, prioritize work assignments, meet customer business needs and develop staff.

Consult with customers on their business needs and provide options for using learning management technology to meet those needs.

Qualifications:

Bachelor's degree or an equivalent combination of education and experience.

Minimum eight years of experience in Learning Management System administration, learning & development, e-learning, information technology, technical project management or a combination of the above.

Two years of experience leading a support function.

Ability to effectively prioritize and shift staff work as needs change.

Experience in an administrative role with a Learning Management System (LMS).

Outstanding project management skills with proven ability to drive large, complex technical projects to successful completion.

Ability to identify and manage risk.

Good judgment.

Excellent communication, relationship-building, consulting and leadership skills.

Strong negotiation and influencing skills.

Experience balancing the needs of multiple stakeholders across geographic locations and functions, and finding good solutions that will work for all parties.

Experience and skills in capturing, analyzing and managing metrics.

Ability to clearly articulate the circumstances surrounding technical issues and determine when escalation is appropriate.

Ability to describe technology using business language.

Strong analysis, attention to detail and problem-solving skills.

Team player.

Ability to quickly develop a high level of expertise in the department's portfolio of applications, including the LMS and analytics/reporting applications.

Advanced proficiency using Word, PowerPoint and Excel.

Must be able to work on-site at our office in downtown Minneapolis on a full-time basis. Occasional weekend work is required for system upgrades and maintenance.

Competitive benefits package includes medical, dental and life insurance; 401(k) and pension plan; annual PTO and 10 paid holidays; educational assistance and development opportunities; subsidized bus passes; on-site fitness center and cafeteria; casual attire, and more! Apply on-line at www.minneapolisfed.org