Job Title: Learning Management System (LMS) Administrator Officer 1
Department: Learning Innovation and Technology
Location: Lagos
Reports to: LITU Coordinator
Employment Type: Officer, Full-time.

Job Summary:
The LMS Administrator is key to LEAP Africa's Learning Innovation and Technology Unit. This individual will oversee the complete management, optimisation, and enhancement of the organization's Learning Management System (LMS), ensuring it meets the needs of both external learners and internal employees. This role involves collaborating with multiple departments to ensure the system's effective operation, user engagement, and content relevancy. The LMS Administrator will also work to create a dynamic and interactive learning environment, ensuring that the platform evolves alongside market trends and learning needs.

Key Responsibilities:

LMS Configuration & Administration:
- Administer and configure the LMS platform, ensuring it supports the organization's strategic learning objectives and is scalable for future needs.
- Tailor the LMS to accommodate evolving course offerings, content formats, and user experiences, ensuring integration with various tools and resources.
- Collaborate with the Marketing and Communications departments to ensure the LMS is effectively aligned with outreach and engagement strategies, including promotional campaigns and content updates.

KPI:

1. **System Uptime:** Maintain LMS uptime of at least 99% throughout the year.
2. **System Configuration:** Implement at least two system enhancements or optimizations quarterly based on user feedback or business needs.
3. **Integration:** Achieve seamless integration of at least two new tools or content resources annually.

User Engagement & Community Management:
- Foster a sense of community within the LMS by actively managing forums, discussions, and social learning activities, promoting user interaction, and building a collaborative learning environment.
- Develop creative and engaging methods to sustain learner interest, including gamification, announcements, and interactive challenges.
- Ensure regular email engagement with all users, delivering updates, reminders, and personalized communications to encourage course participation and completion.

KPI

1. **User Activity:** Ensure at least 80% of registered users log in and engage with the platform monthly.
2. **Course Completion Rate:** Achieve a minimum of 70% course completion rate per learning cycle.
3. **User Satisfaction:** Maintain user engagement satisfaction scores of 85% or higher based on periodic surveys.
4. **Forum Participation:** Increase active participation in forums by 30% year-over-year.

Content Integration & Collaboration with People & Culture:
- Collaborate with the People and Culture team to develop and deliver relevant learning content for internal employees, supporting continuous professional development within the organization.
- Ensure seamless integration of internal training materials into the LMS, tracking employee progress and ensuring alignment with organizational development goals.
- Work with cross-functional teams to ensure the LMS provides a cohesive and integrated learning experience.

KPI

1. **Content Upload:** Ensure all scheduled internal training materials are uploaded within two business days of receipt.
2. **Content Refresh Rate:** Update or add at least 10% of learning content quarterly to keep offerings relevant.
3. **Internal Training Engagement:** Achieve 90% participation in internal training programs hosted on the LMS.

Reporting & Insights:
- Generate regular reports on learner engagement, course progress, and system performance, providing actionable insights to inform strategic decisions.
- Analyze LMS data to evaluate the success of existing eLearning products, identify trends in user behaviour, and assess course effectiveness.
- Offer recommendations for new courses based on market analysis, learner feedback, and emerging trends, ensuring LEAP Africa's learning offerings remain competitive and relevant.

KPI

1. **Timely Reporting:** Deliver monthly reports on learner engagement, course completion rates, and platform usage trends.

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2. **Data Analysis:** Provide at least one actionable recommendation per quarter based on LMS data analysis.
3. **Stakeholder Reports:** Generate customized reports for stakeholders within 48 hours of request.

Creative Design & Communication:

- Leverage creative design skills to enhance the user interface and learning experience within the LMS, ensuring the platform is visually appealing, intuitive, and engaging.
- Collaborate with course developers and content creators to ensure that learning materials are both technically sound and aesthetically effective.
- Use effective communication skills to work with various departments, ensuring the LMS is aligned with internal and external stakeholder needs.

KPI

1. **Platform Aesthetics:** Implement at least one major UI/UX improvement semi-annually.
2. **Creative Content:** Ensure at least 80% of courses feature visually engaging elements (e.g., graphics, multimedia).
3. **Communication Updates:** Send at least two platform engagement emails or updates per month.

Security & Data Management:

- Implement robust data security protocols, ensuring learner data and sensitive content are stored securely and access is managed appropriately.
- Perform routine system checks, security audits, and updates to safeguard the platform from potential vulnerabilities.

KPI

1. **Security Compliance:** Conduct quarterly security audits and resolve identified vulnerabilities within two weeks.
2. **Data Integrity:** Maintain 100% data accuracy and protection of sensitive information.

Continuous Improvement & Innovation:

- Stay updated on the latest trends in LMS technology, eLearning standards, and digital learning strategies.
- Identify and propose new features or functionalities for the LMS to enhance user experience, engagement, and content delivery.
- Actively participate in training, webinars, and other professional development opportunities to maintain expertise in LMS administration.

KPI

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- **Professional Development:** Attend at least two training programs or webinars per year related to LMS administration or digital learning trends.
- **Feature Innovation:** Introduce at least two innovative features annually to enhance user engagement.
- **Market Analysis:** Provide insights on emerging trends and propose at least one new learning product quarterly.
- **Stakeholder Engagement:** Achieve a 90% satisfaction score from stakeholders on LMS-related projects.
- **Project Timeliness:** Deliver 95% of assigned projects within agreed timelines.
- **Issue Resolution:** Resolve 95% of user-reported technical issues within 48 hours.

Qualifications and Skills:

Education: Bachelor's degree in Information Technology, Educational Technology, Graphic Design, Marketing, or a related field.

Experience:

- 3 year minimum experience in technology, backend administrations, learning administrations or related
- Proven experience in administering Learning Management Systems.
- Experience in content management and community management within digital learning platforms.
- Strong understanding of eLearning standards (e.g., SCORM, xAPI, AICC) and instructional design principles.
- Prior experience in email marketing, user engagement, or community management.
- Familiarity with collaboration tools and systems integration.

Technical Skills:

- Basic technical skills in LMS administration and configuration.
- Strong troubleshooting and problem-solving skills for resolving technical issues.
- Familiarity with programming languages (HTML, CSS, JavaScript) for content integration and customization. (Advantage)
- Creative design skills for enhancing the user experience and interface (e.g., using graphic design tools like Canva).

Communication Skills:

- Excellent written and verbal communication skills for engaging with users, content developers, and cross-functional teams.
- Strong presentation and report-writing skills for generating data-driven insights.
- Ability to communicate technical concepts to non-technical stakeholders.

Soft Skills:

- Strong organizational skills with the ability to manage multiple priorities and projects simultaneously.
- High attention to detail and ability to execute tasks with precision.
- Proactive and self-motivated with the ability to work both independently and collaboratively.
- Passion for continuous learning and staying updated on trends in digital learning and technology.