

## Position Description: Learner Management System (LMS) Administrator

**OUR  
VISION:  
EVERY  
YOUNG  
CHILD IS  
THRIVING  
AND  
LEARNING**

Position Summary	
Title	Learning Management System Administrator
Classification and Level	Level 3
Section	Professional Learning – ECA Learning Hub
Reporting to	ECA Learning Hub Executive Manager
Delegation/Supervision	Nil
Compliance Requirements	<ul style="list-style-type: none"> <li>Working with Vulnerable People Registration</li> <li>Full COVID-19 vaccination status</li> </ul>
Date Approved	June 2023

### About Early Childhood Australia

Early Childhood Australia (ECA) has been operating since 1938, we are a not-for-profit organisation with a national membership.

Our vision is ‘every young child thriving and learning’. To achieve this vision, we champion the rights of all children from birth to the age of eight to thrive, learn and play at home, in the community, within early learning settings and through the early years of school. Our work builds the capacity of our society, including families and early childhood professionals, so that every child—regardless of location, household income or individual needs—can be nurtured to achieve their unique potential.

ECA acknowledges the unique place of Aboriginal and Torres Strait Islander peoples in our society, the past and current injustices and realities for them across Australia, and the enduring strength of their cultures and identities. We commit to being at the forefront of achieving a reconciled nation that values, respects and celebrates Aboriginal and Torres Strait Islander ways of knowing and being.

Everything we do is founded on our values:

**Equity:** We promote social empowerment and inclusiveness in how we work and what we do.

**Integrity:** Our work is based on evidence and expertise. It is always ethical and transparent.

**Leadership:** We are courageous in promoting the rights and interests of young children.

**Respect:** We value and esteem children, families, professionals and each other, always

**ECA’s Strategic Plan (2021-24)** outlines the future direction of the organisation and what we stand for. It contains five strategic priorities:

1. **Speak up for young children:** Be a courageous advocate that amplifies the voice of young children, their families and those who work with them.
2. **Collaborate for impact:** Work collaboratively with others to champion the importance of the early years and improve outcomes for all children, particularly those at risk of disadvantage.

3. **Champion 'beyond quality' in early education:** Strengthen the capacity of services to be ethical, inclusive and effective in amplifying the learning outcomes and wellbeing of all children.
4. **Lead and inspire professional learning:** Lead the provision of quality-assured resources and learning opportunities for early childhood professionals.
5. **Be sustainable and effective:** Increase our effectiveness through innovation and improvement that is socially, financially and environmentally responsible.

ECA is also strongly committed to reconciliation, our current **Reconciliation Action Plan** can be found on our website: [www.earlychildhood.org.au](http://www.earlychildhood.org.au).

## Position Purpose

The *Learner Management System (LMS) Administrator* is responsible for supporting the implementation, delivery and administration of the ECA Learning Hub, including the Moodle Workplace LMS and associated systems.

This role will also provide high-level user experience testing of online professional learning resources and materials developed by the ECA Learning Hub team and its partners.

## Reporting Structures

The *Learner Management System (LMS) Administrator* reports to the ECA Learning Hub Executive Manager and works closely with the Professional Learning team.

This position has no delegation or supervisory responsibilities.

## Key Responsibilities

### 1. Learner Management System Administration

- 1.1 Ongoing management and support of the ECA LMS, third-party portals and plugins
- 1.2 Critically evaluate the success of LMS learning solutions through evaluation and other feedback mechanisms and make continual recommendations for improvement
- 1.3 Create and maintain Moodle Workplace systems (E.g. Tenancies, Organisational Structures, etc.) and user experience features (e.g. Programs, badges, etc.) in collaboration with internal stakeholders and team members.
- 1.4 Create and maintain reporting mechanisms, including analysing usage, engagement and uptake of customers/clients/internal stakeholders.
- 1.5 Manage correspondence and notifications to customers and third-parties regarding site upgrades, course releases and decommissions, as well as planned maintenance/outages.

### 2. Product testing and technical support

- 2.1 Conduct robust user testing of all professional learning across various technical environments and contribute to ongoing quality assurance of resources and materials
- 2.2 Identify, troubleshoot and resolve reported bugs and issues across a range of platforms, including custom cloud portal, content delivery, course-related information/documentation and associated plugins
- 2.3 Liaise and provide feedback to the learning design team/s with any bugs or technical issues during the testing process to ensure the delivery of high-quality, interactive and fully functional professional learning resources and materials
- 2.4 Provide timely support to learners/clients/internal stakeholders.

### **3. Teamwork and collaboration**

**3.1** Work autonomously with initiative and attention to detail

**3.2** In a competent and professional manner, work collaboratively with team members and stakeholders to develop high-quality professional learning

**3.3** Work collaboratively with team members to ensure positive learner experience and accurate and contemporary professional learning resources

**3.4** Work within set timeframes to deliver professional learning resources and materials

**3.5** Liaise with relevant team members, stakeholders, clients and partners to deploy professional learning as part of project deliverables.

### **4. Other duties as is required.**

## **Selection Criteria**

### **Required**

- A robust understanding of Learner Management Systems, particularly Moodle Workplace, Moodle plugins and cloud based users and SCORM deployment systems
- Demonstrated ability to support learners in an adult learning online environment
- Excellent interpersonal skills and good verbal/written communication skills
- Sound knowledge base of various web browsers and console debugging
- Proficient in Office 365.

### **Desirable**

- Experience in course development, particularly using the authoring tool, Articulate Storyline 360
- Experience with WordPress, JavaScript and HTML

People with a disability, LGBTQI+ community members and Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply. ECA is strongly committed to Equal Employment Opportunities and workplace diversity.

## **General Conditions of Employment**

- The salary for this role is Level 3 of the ECA Enterprise Agreement. Salary packaging is available.
- The role is a flexible part-time/full-time position, up to 75 hours per fortnight
- A 6-month probationary period will apply. The position description and individual performance will be reviewed at the end of the probationary period then annually.
- The role is based at the ECA National Office, ACT.