



**PAPUA NEW GUINEA PUBLIC SERVICE**  
**JOB DESCRIPTION**

SEQ. NO:	POS. NO
	DFCS.065
<b>DEPARTMENT:</b> Finance	<b>DESIGNATION/CLASSIFICATION</b> Team Leader Learning Management System Officer
<b>OFFICE/AGENCY:</b> 5 <sup>th</sup> Floor, Twin Tower 1	<b>LOCAL DESIGNATION</b> Team leader Learning Management System Officer
<b>DIVISION:</b> Corporate Services	<b>HIGHEST SUBORDINATE</b> Senior Learning Management System
<b>BRANCH:</b> Financial Management Training	<b>IMMEDIATE SUPERVISOR</b> Assistant Secretary – Financial Training Branch
<b>SECTION:</b> Learning Management System Unit	<b>LOCATION</b> (Waigani) Twin Tower 1



### Purpose and Accountabilities of the position

- The **Team Leader Learning Management System (LMS) Officer** supports the Assistant Secretary – FTB, in the effective administration, maintenance, and optimization of the LMS platform used by the Financial Management Training Branch.
- This role ensures the smooth delivery of financial management training programs by providing technical support, managing content, and analyzing data to enhance user experience and training outcomes.
- The Team Leader LMS plays a key role to ensure the smooth and effective operation of the Learning Management System (LMS), facilitating online learning, training, and development by managing the platform, users, content, and technical aspects to optimize the learning experience.

### PERSON AND POSITION SPECIFICATIONS

#### Qualifications:

- A Bachelor or Post Graduate degree in **Information Technology, Education Technology, Business Administration**, or a related field.
- Certification in **Learning Management Systems** (e.g., Moodle, Blackboard, or similar) is desirable.
- A minimum of **5-10 years of experience** in LMS administration, e-learning support, or a related role.

#### Knowledge:

- Strong understanding of **Learning Management Systems** and e-learning technologies.
- Familiarity with **financial management principles** and training programs, particularly in a government context.
- Knowledge of **e-learning standards** (e.g., SCORM, xAPI) and **multimedia integration**.
- Awareness of **data privacy regulations** and **cybersecurity best practices**.

#### Skills:

- Proficiency in **LMS administration**, including user management, content upload, and troubleshooting.
- Strong **data analysis and reporting skills** to monitor training effectiveness.



- Excellent **communication and interpersonal skills** to support users and collaborate with stakeholders.
- Basic **project management skills** to assist in LMS-related projects.

### Abilities:

- Ability to troubleshoot technical issues and provide timely solutions.
- Ability to work collaboratively with cross-functional teams.
- Ability to adapt to new technologies and evolving training needs.
- Strong organizational skills to manage multiple tasks and deadlines.

### Principal Liaisons

#### Internal:

- Reports to Assistant Secretary, FTB Managers and other Financial Management Training Branch staff.
- Corporate Services Division IT team.
- Department of Finance HR and training coordinators.
- Other government departments using the LMS.

#### External:

- LMS software vendors and technical support teams.
- External training providers and consultants.

## Key Areas of Responsibility

### 1. LMS Administration and Support:

- Assist the Senior LMS officer in the day-to-day operation and maintenance of the LMS.
- Overseeing the LMS to ensure effective learning and development, including system administration, content management, user support, and reporting
- Ensure that LMS is functioning correctly, including troubleshooting technical issues, performing updates, and maintaining system stability

### 2. Content Management:



- Ensuring that learning materials are uploaded, organized, and accessible within the LMS
- Ensure to maintain the quality and relevance of learning materials, ensuring they align with department's goals and learning objectives
- Provide assistance to the Senior LMS officer to integrate multimedia elements (e.g., videos, quizzes) to enhance learning experiences.

### 3. User Training and Support:

- Conduct training sessions and workshops to help users navigate the LMS effectively.
- Develop user guides, FAQs, and other support resources.
- Monitor user feedback and suggest improvements to enhance system usability.

### 4. Data Reporting and Analysis:

- Generate and analyze reports on training participation, completion rates, and user engagement.
- Assist in identifying trends and gaps to improve training effectiveness.
- Ensure data accuracy and compliance with reporting requirements.

### 5. System Improvement and Innovation:

- Stay updated on emerging trends in e-learning technologies and propose innovative solutions.
- Assist in implementing system enhancements and upgrades under the direction of the LMS Manager.
- Support LMS-related projects, such as migrations or integrations with other systems.

## Key Result Areas (KRAs):

**Key Result Area 1:** Ensure the LMS is functional, user-friendly, and aligned with training objectives.

- Deliverables: High system uptime, user satisfaction, and seamless content delivery.

**Key Result Area 2:** Provide effective technical support and training to LMS users.

- Deliverables: Timely resolution of user issues, high user adoption rates, and positive feedback.

**Key Result Area 3:** Deliver accurate and actionable data reports to support decision-making.

- Deliverables: Regular reports on training metrics, insights for improvement, and compliance with standards.

**NOTE:** This job description is not designed to be all-inclusive. Employee may perform other related duties required to meet the ongoing needs of the Department.

**STATEMENT OF ACKNOWLEDGEMENT AND COMMITMENT:**

I (insert employee name) ..... have been provided with a copy of my Job Description and I am fully aware of the duties, responsibilities and accountabilities of the role of **Team Leader - Learning Management System, Gr.16.** Under the terms and conditions of the Public Service and in line with the Code of Conduct I agree to undertake the duties prescribed to the best of my ability at all times.

Employee Name: ..... Date:.....

Employee Signature:..... (Print)

Supervisor Name:..... Date:.....

Supervisor Signature;..... (Print) Supervisor Title:.....

Department Head Name:..... Date.....

Department Head Signature:..... Division Head Title:.....

