PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

	SEQ. NO:	POS. NO DFCS.066
DEPARTMENT: Finance	**DESIGNATION/CLASSIFICATION** Senior Learning Management System Officer	**Grade** 14
OFFICE/AGENCY: 5th FLOOR, TWIN TOWER 1	**LOCAL DESIGNATION**	
DIVISION: Corporate Services	**HIGHEST SUBORDINATE** Learning Management Officer	**POS. NO.** DFCS.O67
BRANCH: Financial Management Training	**IMMEDIATE SUPERVISOR** Team Leader - Learning Management System	**POS. NO.** DFCS.065
SECTION: Learning Management System Unit	**LOCATION** (Waigani) Twin Tower 1	

Senior Learning Management System

Purpose and Accountabilities of the position

- The **Senior Learning Management System (LMS) Officer** supports the LMS Team Leader 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 Senior LMS Officer plays a key role in implementing system improvements, supporting users, and ensuring the LMS aligns with the branch's training objectives.

PERSON AND POSITION SPECIFICATIONS

Qualifications:

- A bachelor's 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 **3–5 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:

- LMS Manager and 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 LMS Team Leader in the day-to-day operation and maintenance of the LMS.
   - Manage user accounts, roles, and permissions under the guidance of the LMS Team Leader.
   - Provide technical support to users, resolving issues promptly and escalating complex problems as needed.
2. **Content Management:**
   - Upload, organize, and update training materials on the LMS in collaboration with trainers and instructional designers.

- o Ensure content compatibility with the LMS and adherence to technical standards.
- o Integrate multimedia elements (e.g., videos, quizzes) to enhance learning experiences.

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

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

5. **System Improvement and Innovation:**
   - o Stay updated on emerging trends in e-learning technologies and propose innovative solutions.
   - o Assist in implementing system enhancements and upgrades under the direction of the LMS Manager.
   - o 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 **Senior Learning Management System, Gr.14**. 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:…………………….

Senior Learning Management System