

# LMS Administration

Offload the burden of administering your Learning Management System (LMS) by partnering with Alphanumeric. We are committed to providing unparalleled support via a dedicated learning services team.

Alphanumeric's global support team delivers comprehensive, ongoing application support so you can focus on your organization's most important objectives.

We focus on ensuring the day-to-day success of your LMS by:

- Performing all administrative tasks in the platform to support the company's learning goals
- Performing system maintenance including reporting and uploads
- Consulting and communicating with various internal clients and external vendors to determine appropriate training remedies
- Communicating progress of any product issues, through to resolution
- Researching complex issues with internal subject matter experts to provide effective solutions



## We Offer 3 Levels of Training Coordination

In the business world, things change fast. Alphanumeric provides three levels of responsive, highly available learning coordination. From basic administrative services to more complex needs, to specialist expertise for bigger projects, Alphanumeric delivers a customized LMS administrative support mix. We work with your team in advance to determine the right staffing needs.

Below is a brief snapshot of some administrative tasks associated with each support role. This is a condensed list and your customized administrative services will be determined upon consultation with your organization's management team.



### Training Coordinator

- Tier 1 support for the LMS
- Logging of technical faults, administering users and accounts
- Knowledgeable of LMS interface
- Responsible for routine administrative and reporting tasks
- Creates items and curricula within the LMS
- Evaluates training effectiveness
- Facilitates the execution of all training plans
- Generates, analyzes and establishes metrics for utilization
- Required skills: Minimum 2 years working with LMS on a global basis; Advanced planning, communication, teamwork and organizational skills; Proficient in all aspects of training development and delivery

### Senior Training Coordinator

- Tier 2 support for the LMS
- Responsible for delegation and monitoring completion of training
- Performs live meeting facilitation
- Runs custom and general LMS reports
- Responsible for maintaining Training Coordinator-focused project-specific FAQs
- Creates and maintains various record types within LMS, including curricula and profiles
- Required Skills: 3+ years administering an LMS on a global basis; Strong systems analysis and technical systems skills; Ability to interpret client needs and produce instructional materials

### Specialist Training Coordinator

- Tier 3 support for the LMS
- Responsible for the delegation of teams and overall completion of tasks
- Performs system maintenance, including event and curriculum building and scheduling sessions
- Uploads courses and extracts data for reporting
- Documents recurring issues to aid in support
- Collaborates on the creation of competency assessments
- Coordinates release management program, including training and user acceptance
- Required skills: 5-7 years experience in training and education, with 5 years administering an LMS on a global basis; Project management experience related to services delivered by LMS team

Contact us to learn more about our LMS administration solutions.

**Alphanumeric**  
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