USC University of Southern California

Learning Systems Manager
Job Description

JOB INFORMATION

Job Code:	165704
Job Title:	Learning Systems Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees who do not supervise.
Job Family:	Systems Administration
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Owns and oversees the analysis, design, development, implementation, and evaluation of learning systems and course management for the university’s central human resources division. Maintains learning systems alignment, communicates roadmaps, and provides direct support services. Supervises and provides functional and project leadership to learning systems support staff. Manages vendor relationships, collaborates with USC Business Services, and maintains currency with developing technology based learning trends.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree		
	X	Bachelor's degree	Information System Management - Network Management	Or
	X	Bachelor's degree	Human Resources	Or
	X	Bachelor's degree	Business Administration	

Additional Education

Check here if experience may substitute for some of the above education.

X	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years	of hands-on experience with learning system technologies for human resources or related industries.	
X		2 years	of experience in a management, leadership, or supervisory capacity.	
	X	4 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

	Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated analytical, problem-solving, and collaboration skills.
X		Demonstrated experience developing, deploying, and managing large-scale learning systems.
X		Exceptional interpersonal, and oral and written communication skills, able to present ideas and solutions in non-technical, business-friendly terms, build, develop, and manage teams of diverse individuals, and foster environments of trust, collaboration, transparency, and accountability.
	X	Experience with Workday Learning and Cornerstone OnDemand learning management system (LMS).
	X	Proven experience with course-authoring tools, and integrating third-party content providers.
	X	Demonstrated experience regarding learning activities and usage.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Owns and oversees the analysis, design, development, implementation, and evaluation of learning systems and course management for the university's central human resources division. Defines system requirements and learning objectives, and maps out program processes (e.g., onboarding, coaching).				
Maintains learning systems alignment, communicates roadmaps, and helps ensure learning programs are delivered on-time and within budget. Provides direct support services for production, user access, enhancement, integration, and troubleshooting. Identifies bugs, issues, and risk, and tracks and monitors performance and compliance.				
Requests, obtains, and accepts input and approvals, as needed, regarding integrated learning tools and system updates. Meets with relevant stakeholders, customers, managers, supervisors, and senior leadership, as appropriate, to determine effectiveness, needs, and prioritization of learning, and request inputs systems.				
Supervises and provides functional and project leadership to learning systems support staff. Manages learning system projects, utilizing standard project management tools and techniques for analysis, problem-solving, and successful implementations. Researches and assigns tasks to meet needs and make decisions regarding department requests.				
Oversees vendor relationships, collaborating with management and USC Business Services to establish understanding and/or consensus regarding system requirements, feasibility analyses, and possible solutions intended to meet functional and technical specifications.				
Maintains comprehensive technical expertise of learning systems' design, installation methods, and troubleshooting, as well as currency with developing technology based learning trends and changes to policies, procedures, and regulations. May participate in relevant professional organizations, maintain memberships, attend conferences and training seminars, and recommend such activities for staff development, as approved.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)	Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____   _____   _____
Print Employee Name   Signature   Date

_____   _____   _____
Print Manager Name   Signature   Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.