

## UW HEALTH JOB DESCRIPTION

### Program Manager Learning Technologies

Job Code: 350051	FLSA Status: Exempt	Mgt. Approval: E. Marcet	Date: Oct 2021
Department: Organizational Development/63050		HR Approval: A. Phelps Revolinski	Date: Oct 2021

### JOB SUMMARY

The Program Manager Learning Technologies leads the technical and operational deployment, ongoing change management, administration, and development of the UW Health enterprise-wide learning management system. This position serves as a primary system administrator, configuration specialist and learning solutions expert. The incumbent is expected to collaborate with partners and stakeholders at the employee and leadership level across UW Health and affiliates to analyze and assess operational needs and lead the optimization of full Learning Management System (LMS) functionality. This position also identifies and leads the implementation of other organization-wide learning technology solutions (eLearning, micro-learning, LMS applications) utilizing current market best practices for a systems approach to online learning.

### MAJOR RESPONSIBILITIES

- Recruit, train and motivate Learning Technologies and Organizational Development staff, including but not limited to: conducting employee orientation, completing annual performance appraisals, applying UW Health work standards to daily operations, and maintaining mandatory compliance requirements.
- Lead and implement large-scale learning technology and Learning Management System (LMS) projects through assessment, planning, coordination, and collaboration with Information Services (IS), Human Resources Information Services (HRIS), and other operational partners.
- Represent the Performance Management and Organizational Development Team (PMOD) with multiple stakeholders across UW Health to support the development, communication, and monitoring of learning technology standards for organization-wide use of the UW Health LMS.
- Provide full-cycle program management for UW Health's LMS in conjunction with HR, IS, and operational leaders to meet the learning and development needs for a variety of UW Health business operations.
- Oversee the identification, troubleshooting, and problem resolution of course design, LMS configuration, and overall learning technologies infrastructure.
- Oversee the development and delivery of LMS training to business level LMS Administrators and internal HR Teams within PMOD and the Human Resources Service Center.
- Design learning solutions and service level standards to guide operational areas in their efforts to create and load custom learning content into the LMS.
- Lead the intake process with all e-Learning and LMS technology requests to ensure consistency in services and prioritization with incoming requests. Partner with Organizational Development leadership to ensure consistency in service levels and intake processes across the team.
- Work in collaboration with UW Health senior administrative and clinical leaders to align the development of regulatory and compliance learning solutions with organization-wide priorities; lead ongoing LMS and regulatory/compliance governance meetings.
- Monitor and measure customer satisfaction and level of service provided through appropriate mechanisms. Consistently evaluate systems and processes for opportunities and implement improvements to provide solutions. Recommend needed innovation and improvement in the use of learning technologies with all key partners to fully optimize the LMS.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Information Systems, Human Resources, Business, Adult Education, or a related field
	Preferred	Master's degree in Information Systems, Human Resources, Business, Adult Educations, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Three (3) years of experience in Learning Management System (LMS) administration and/or a Human Resources (HR/Information Services (IS)) systems role that includes experience in the following:                             <ul style="list-style-type: none"> <li>○ content management, SCORM and/or AICC content standards</li> <li>○ gathering business requirements and developing technical training documentation.</li> </ul> </li> <li>• Experience in a leadership role.</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• One (1) year of experience in a leadership role with direct reports.</li> </ul>

## UW HEALTH JOB DESCRIPTION

		<ul style="list-style-type: none"> <li>• Experience with deployment, configuration, and administration of a large-scale learning management system and other learning technology solutions.</li> <li>• Experience working with SABA LMS</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Learning management system administration and configuration skills.</li> <li>• Demonstrated analytical ability: ability to identify, understand, analyze and design unique and innovative solutions to complex learning technology challenges.</li> <li>• Able to manage priorities to meet assignment deadlines in a fast-paced environment</li> <li>• Strong attention to detail and organizational skills</li> <li>• Excellent teamwork and collaboration skills</li> <li>• Ability to lead large-scale change associated with the implementation of a new learning management system</li> <li>• Ability to effectively communicate the status of assignments and escalate issues as necessary</li> <li>• Knowledge and experience in a broad range of online learning tools including course authoring software, and other learning technology/multimedia solutions for course development and delivery such as Camtasia, Articulate Studio, Articulate Storyline, and webinar tools</li> <li>• Effective analytical ability and sound judgment to assess complex needs and troubleshoot performance or process issues.</li> <li>• Strong orientation to customer service and demonstrated customer service skills</li> <li>• Ability to work with diverse populations</li> <li>• Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes</li> <li>• Ability to maintain confidentiality of any and all information encountered.</li> <li>• Proficiency using the following applications/software is required: <ul style="list-style-type: none"> <li>○ MS Outlook</li> <li>○ MS Word</li> <li>○ MS PowerPoint</li> <li>○ MS Excel</li> </ul> </li> </ul>

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

## UW HEALTH JOB DESCRIPTION

	standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
<b>X</b>	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.