

## LMS SPECIALIST

Global Compliance Services, a global provider of ethics and compliance solutions to the Fortune 1000, seeks an LMS Specialist to join our fast-paced Production Services Department located in our corporate headquarters in the Ballantyne area of South Charlotte. The LMS Specialist will work with project managers and clients to determine their course delivery needs. Delivery for courses can be through the client's or Global Compliance's Learning Management System (LMS), SCORMs, single sign-on or CDs. Client support can include customization needs, administrative support, documentation and training. This person will participate with project managers on client calls to advise the client of hosting and/or delivery requirements. This person will be responsible for the provisioning of LMS instances. This person will assist the Sales Team with all Single Seat course and MarketSite course provisioning. The LMS Specialist will also assist other Global Compliance technical personnel and support the ongoing business needs of the customer and Global Compliance.

Founded in 1981, our organization has unparalleled experience in ethics and compliance, having introduced the industry's original compliance reporting hotline. We are providers of customized, global solutions for public and private corporations, colleges, universities, not-for-profit organizations and government entities. We offer products that reinforce an organization's values and promote expected behaviors; telephony and web services for reporting of allegations or incidents; software-based services to manage and investigate cases of misconduct or noncompliance; software-based services for analysis, trending, and reporting to executive management; and services to evaluate and validate compliance with legislation, regulation and organizational practices and procedures.

The following LMS Specialist position is now available:

### RESPONSIBILITIES/DUTIES:

- Provide functional support to project managers and clients for the delivery of courses
- Manages the delivery of custom reporting and messaging services
- Manages the Global Compliance Single User Training and MarketSite organization
- Consults with sales team members regarding LMS services options
- Participates in sales calls as a technical consultant
- Provides Tier 2 Technical Support to client administrator users after site rollout
- Coordinates LMS customization efforts
- Conducts LMS administrative tours and training
- Coordinates migrations away from legacy LMS
- Coordinates LMS Configuration Management activities
- Provides status updates for assigned projects on an as requested basis
- Customize and maintain Delivery Documentation
- Develops and delivers required internal/external training programs
- Integrates in the development process to assist with building courses (SCORMS, AICC). Also providing development coverage.
- Performs other duties as assigned

### MINIMUM QUALIFICATIONS:

- Bachelor's degree preferred or high school diploma/ Associate's with related work experience
- Prefer two years experience minimum in technical support or customer service field

- Prefer two years experience in database or systems application support
- Training Industry experience (with familiarity of SCORM and AICC) also a plus
- Good customer and results orientation
- Ability to interact with team members and clients

Global Compliance Services offers competitive salary, full benefits, a pleasant and cooperative working environment, and the opportunity to work for a company that encourages integrity in its employees and customers. To learn more about us, please visit our website at [www.globalcompliance.com](http://www.globalcompliance.com).

Send resume w/cover letter and salary requirements to GCS-HR, 13950 Ballantyne Corporate Place, #300, Charlotte, NC 28277, or email to [jobs@globalcompliance.com](mailto:jobs@globalcompliance.com). Please include "LMS" in the subject line. Sincere applications should **include salary history**/requirements in a cover message/letter accompanying resume submission.

**Global Compliance is an Affirmative Action and Equal Employment Opportunity Employer and encourages diversity in our workforce.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.