

JOB DESCRIPTION

Job Title	Technology Support Administrator		
Reports to	Director, Technologies and Analytics		
Department	Executive Education		
Job Family	Business Services	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations. With an annual turnover of £40 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's future strategic and growth plans.

Technology Team: The team supports the development and delivery of outstanding digital learning experiences for participants and clients. It works closely with colleagues across Exec Ed and the School to meet these needs and standards. The team also supports the roll out and enhancement of critical business technology systems, such as MSDynamics. Due to the nature of the role, working patterns are managed on a rota basis Monday to Sunday based on business need.

Job Purpose

To deliver world class technology services to Executive Education's participants, clients and staff, supporting the selling, design and delivery of seamless and impactful learning experiences.

To lead and nurture a technology team that is recognised as a centre of excellence and support.

To contribute and support the execution of the School's and Executive Education Digital Learning strategy.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.
- Analysis and Reporting
- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

Systems Administration

- Input, collate and report on all programmes feedback
- Collate, produce and distribute reports on EE systems based on user feedback
- Provide local support and maintenance for users (staff and participants) and development /enhancement support mainly

LMS Administration

- Co-ordinate with programme teams and agree plans for programme build in the LMS
- Design the course outline template in consultation with Programme teams
- Manage and co-ordinate the collection of digital materials for each programme from faculty and programme managers
- Operationally manage the process and build of programme areas in the LMS and ensure that they meet Executive Education minimum level standards and structure.
- Take necessary steps to convert existing documents into appropriate LMS format where necessary and support the design of digital materials.
- Define and manage operational processes to populate programme, course and subject areas with relevant information and course materials.

Manage the support of LMS users, assisting with their queries, training and issues.

Hybrid Delivery support

- Support delivery teams on communication systems such as Zoom, Teams, including breakout rooms, poles and all special features, remotely and live.
- Support will be conducted by, for example, joining first sessions and being on call on the 999 channel

Knowledge & Skills

- Practical knowledge of web-development languages (e.g. HTML, CSS, Javascript etc...)
- Practical design software skills (adobe creative suite, basic video editing, knowledge of comment file formats etc...)
- Good team player
- Meticulous attention to detail
- Ability to work under pressure
- Proactive troubleshooting and problem-solving skills
- Able to emphasize with internal and external stakeholder requirements