

Job Title:	Kaya – LMS Platform Support Specialist
Location:	Farringdon, Central London
Reports to:	Kaya – Platform Manager
Grade:	4
Child Safeguarding Level:	<p>Level 1 This post has been classified to be a Level 1 position. A Disclosure and Barring Service (DBS) basic check or equivalent overseas police check will be obtained for employees at this level prior to their Start Date. As the post is not covered by the Exceptions Order 1975 to the Rehabilitation of Offenders Act 1974, any spent criminal convictions will not be considered when considering suitability for the role.</p>

Background:

The Humanitarian Leadership Academy’s mission is to enable people to prepare for, respond to and recover from crises in their own countries. To achieve this, the Academy acts as a catalyst for the improved quality, accessibility and sustainability of humanitarian learning. We aim to systematically remove barriers to learning opportunities and thereby democratise access to essential knowledge and skills, so that humanitarian work is more effective, immediate, and local – saving lives and safeguarding livelihoods as a result.

Central to the achievement of this mission is the our award-winning learning platform, Kaya (kayaconnect.org) as well as a global network of partners and Affiliates that support the identification and analysis of learning needs in their contexts, convene local actors, and generate contextually appropriate learning opportunities that are hosted on Kaya.

This is an exciting time to join the Academy’s platforms team. The Kaya roadmap for 2019 will see us overhaul the platform architecture and upgrade to Totara 12; refresh the theme and user interface; and invest in the development of many new and innovative methods for curating, creating and sharing learning with as many people as possible. We are looking for an enthusiastic individual with experience of administering a Learning Management System (LMS) to support us on this journey.

Job purpose:

This is a central role in the platforms team that will support in all aspects of maintaining, troubleshooting and improving Kaya. You will learn the platform inside out, and work with a number of internal and external stakeholders, to ensure Kaya provides high-quality, relevant, accessible and engaging learning opportunities to the sector, to help fulfil the Academy’s mission.

In particular, the Platform Support Specialist will:

- Upload new content to the platform, and ensure the consistency and quality of existing content in the course catalogue.
- Support both Academy staff/consultants and end-users by providing swift resolution to technical issues, queries and administrative requests.
- Work closely with and provide support to the Platform Manager as required, particularly with the testing of new developments and the delivery of projects, to ensure Kaya remains a robust, innovative and ultimately sector-leading learning platform.

Key responsibilities:

Content administration

1. Ensure existing content in the Kaya catalogue is up to date, consistent and available in appropriate formats.
2. Upload new content to the Kaya catalogue, and where aggregated from an external partner ensure it meets minimum standards using the Academy quality checklist.
3. Support Academy colleagues in proactively ensuring a continued supply of high-quality content, informed and guided by needs analysis and feedback from users. This may include working with partners to negotiate free content, commissioning new content, or purchasing licensed content.
4. Maintain platform copy, including FAQs, help strings and article content about the platform and the Academy.

Internal platform support (staff and consultants)

1. Provide support and guidance to Academy colleagues, including resolving technical issues, answering queries and responding to data requests to fulfil monitoring and reporting requirements (utilising Kaya reports and our separate data platform, built on Learning Locker).
2. Ensure all editing users on Kaya have the appropriate training, guidance and support materials to fulfil their administrative roles and meet minimum standards.
3. Support the relationship with the external platform hosting company, including QA testing of requested developments; ensuring they can be deployed from the Kaya Staging instance to Production.
4. Support with the commissioning and procurement of content and front-end Kaya projects; engaging consultants, e-learning developers and translators.
5. Other tasks and ad hoc project support, as delegated by the Platform Manager.

External platform support (end-users and partners)

1. Act as focal point with the Academy's first-line user support provider; contributing to monthly check-ins, reviewing live support reports, and providing regular updates on the Academy's pipeline of learning opportunities.
2. Develop an understanding of common platform issues/trends and provide templatised solutions that can be used by the first-line provider.
3. Act as the second-line escalation point and provide resolution to complex troubleshooting issues and requests from individual users.
4. Support Academy partners and Affiliates in resolving technical issues and requests, as delegated by the Platform Manager.

Person profile

Technical skills:

Essential:

- Experience in administration of a Learning Management System (LMS), and familiarity with a range of online/blended learning methodologies, standards and formats that can be set up, managed and maintained using an LMS.
- Experience in a training or support environment, developing materials and delivering training/support to LMS admins and/or end-users.
- High level of digital literacy and ability to quickly adopt new technological tools and approaches.

Desirable:

- Familiarity with Moodle and/or Totara Learn.
- Familiarity with HTML or CSS.
- Familiarity with database structures, SQL and xAPI.
- Familiarity with creative software, eg. Adobe Creative Suite (InDesign, Photoshop, Illustrator).
- Familiarity with learning authoring tools, eg. Adapt, Articulate 360, Gomo.

Personal/professional skills:

Essential:

- Strong inter-personal, collaboration and relationship building skills.
- Highly accurate with a strong attention to detail when handling information.
- Excellent organisational skills with the ability to prioritise and work to deadlines.
- Strong levels of personal resilience to operate in a complex, often challenging environment.

Preferred:

- Knowledge of the humanitarian or development sectors.
- Knowledge of French, Arabic and/or Spanish.

We look for people who not only have the required skills and experience but who also fit our culture and organisational values.