

# California State University, Fresno Foundation

## LEARNING SYSTEMS MANAGER – BAY AREA ACADEMY

### JOB ANNOUNCEMENT #23-510

<b>POSITION SUMMARY:</b>	<p><b>Full-time, benefited position with the Bay Area Academy through the California State University, Fresno Foundation.</b> The Bay Area Academy (BAA) is a program of the College of Health and Human Services, Department of Social Work Education at California State University Fresno. The California State University Fresno Foundation provides employment and fiscal oversight for the Bay Area Academy.</p> <p>The BAA provides classroom training, coaching and organizational support to child welfare staff and other IV-E eligible agencies in 12 Bay Area counties. The Learning Systems Manager (LSM) will own and oversee the analysis, design, and evaluation of learning systems for BAA. The LSM will maintain learning systems alignment, oversee learning strategies including instructional modalities and will supervise and provide functional and project leadership to learning systems staff including the Technology Specialist, the Evaluation Specialist, Curriculum Specialist, the Trainer/Coach and the Training Supervisor. This position will serve on the BAA Executive Leadership Team (ELT) with the Assistant Director, the Program Operations Manager and the Program Development Manager.</p> <p>The LSM will be responsible for: 1) managing execution and delivery of Classroom, Field-based Training, Technical Assistance and Coaching deliverables whether in-person, virtual or hybrid; 2) guiding decisions on most effective modalities for delivery of services; 3) managing and maintaining technology and instructional services; 4) managing trainer development activities and processes including recruiting/onboarding/developing service providers, overseeing capacity-building, tracking and managing systems identifying areas of expertise; and 5) all curriculum coordination including remediation, management, storage and CEU approvals. This position is primarily remote-based with the expectation that the LSM is in the BAA Berkeley office up to twice a week, in addition to a Friday rotation in coordination with the ELT. This could change at any time based on program needs and/or University requirements.</p>
<b>ESSENTIAL JOB FUNCTIONS:</b>	<p>Under the general supervision of the Assistant Director, this position is responsible for the following:</p> <p><u>Systems Integration and Administration</u></p> <ul style="list-style-type: none"> <li>• Review and analyze systems to assure the most effective, efficient and economical utilization of automated and cloud-based systems including AI exploration</li> <li>• Collaborate with POM on redesign, integration and streamlining of internal systems and procedures.</li> <li>• Oversees all improvement/change efforts for Statewide LMS (CACWT)</li> <li>• Manages CARES implementation</li> <li>• Ensure statewide mandated training embedded evaluations, knowledge tests and participant satisfaction surveys are completed electronically using statewide system</li> <li>• Collaborate with other academy peers and state staff on joint projects or systems support</li> <li>• Attend internal and external meetings and provide meeting feedback as required</li> <li>• Attend and participate in statewide meetings/workgroups related to systems implementation, development and areas of responsibility such as CARES</li> </ul> <p><u>Learning Strategies</u></p> <ul style="list-style-type: none"> <li>• Guide BAA's approach to instructional strategies, considering virtual, elearning, in-person and hybrid learning modalities</li> <li>• Research, develop and oversee implementation of effective and innovative learning strategies, including Simulation Labs</li> <li>• Collaborate with Trainer/Coach and Curriculum Specialist to develop, train and coach to innovative strategies</li> <li>• Manage the Independent Contractor recruitment/onboarding/development/evaluation/tracking processes and serve as lead on all IC capacity-building activities</li> <li>• Curriculum coordination: Oversee and delegate the process of developing, cataloguing, receiving, compiling, processing, remediating and distributing training materials and curriculum</li> <li>• Collaborate with Evaluation Team to define ways to improve data analysis to demonstrate performance improvements, impact of services and outcomes</li> </ul>

	<ul style="list-style-type: none"> <li>Analyze data as it relates to evaluation and outcomes for contract deliverables, make recommendations for improvement in data and information management</li> <li>With Program Operations Manager (POM) and Program Development Manager (PDM), lead implementation of recommendations for program, operations and system improvements</li> <li>Manage Training Assistant Team supervised by Training Supervisor and serve as point person for troubleshooting challenges that arise in the moment when Training Supervisor is not available</li> <li>Other duties as assigned.</li> </ul>
<b>POSITION REQUIREMENTS:</b>	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> <li>Master's degree in Public Administration or Policy, Instructional Design, Social Work, or another related field preferred; or five (5) to ten (10) years related experience and/or training; or equivalent combination of education and experience .</li> <li>A minimum of five (5) years' experience working in administration, training development, project management and/or administration.</li> <li>Excellent and demonstrated skills and abilities for evaluating and improving procedures, processes and workflow.</li> <li>Knowledge of technical automated information systems and procedures.</li> <li>Understand the elements of coaching and supervision to skill and professional development.</li> <li>Experience developing and delivering training in different modalities.</li> <li>ability to develop and maintain effective interpersonal relationships excellent written and oral communication skills.</li> <li>Ability to edit and synthesize material from other staff.</li> <li>Ability to apply independent judgment, discretion, and initiative to address problems and develop solutions.</li> <li>Ability to work individually and with a team.</li> <li>Ability to travel within California - primarily Bay Area Region, and Sacramento; valid CA driver's license, reliable vehicle and insurance required.</li> <li>Expert with standard office software packages for correspondence and report preparation; especially Word, Excel and PowerPoint.</li> <li>Expert with common web-based platforms i.e. Google, Smartsheet, Qualtrics and common learning management systems.</li> <li>Proven skill maintaining harmonious relations with colleagues, organizing project leaders, troubleshooting knowledge of program/project specific policies.</li> <li>Ability to carry out assignments without detailed instructions.</li> <li>Demonstrate a high level of cross cultural sensitivity.</li> </ul> <p>Strong organizational, administrative and analytical skills and abilities.</p>
<b>COMPENSATION:</b>	<b>\$8,333.33 - \$8,500.00 per month, DOE. Salary will be commensurate and competitive with experience and qualifications.</b> Benefits include health, dental, vision, life and 401(k), vacation, sick, and holiday pay.
<b>DEADLINE:</b>	<b>Application review begins August 25, 2023; open until filled.</b>
<b>TO APPLY:</b>	<p>Please visit the Auxiliary Human Resources page at <a href="https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html">https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html</a> for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:</p> <p>California State University, Fresno  Auxiliary Human Resources  2771 E. Shaw Ave. (there is no suite number)  Fresno, CA 93710 Fax: (559) 278-0988</p> <p>E-mail completed application &amp; resume to: <a href="mailto:HRAUX@LISTSERV.csufresno.edu">HRAUX@LISTSERV.csufresno.edu</a></p>

**RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION**

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>  
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER**

California State University, Fresno Auxiliary Services is proud to be part of the Fresno State community. As part of the campus community, Auxiliary Services follows the CSU policy that requires all faculty, staff and students who are accessing campus facilities at any university location to be immunized (fully vaccinated) against the virus that causes COVID-19. The policy does allow for medical or religious exemption from the immunization requirement. Auxiliary Services requires all of its employees to be fully vaccinated against COVID-19 or present a medical or religious exemption and any appropriate backup documentation. Fully vaccinated is defined as having received the dose at least 14 days prior to being on boarded, if selected. Current and new employees are required to adhere to this policy by September 30, 2021 and remain in adherence after that date.