

JOB DESCRIPTION

Job Title: Learning Software Support Specialist				Location: Anchorage	
Reports To: Director of Operations				Department: Operations	
On-Site or Remote: On-Site				FLSA Status: Exempt	
Schedule: 8am and 5pm, Monday thru Friday					
Position ID	N/A	Grade	N/A	EEO Category/Census Code	2 / 1108

The Alaska Safety Alliance (ASA) is dedicated to fostering a highly skilled and safe workforce to meet the demands of Alaska's diverse industries. As a 501(c)(3) nonprofit member-based organization, our mission is clear: to ensure the availability of a highly trained workforce, capable of upholding safety standards and remaining competitive in today's market, while also preparing for the challenges of tomorrow.

At ASA, we recognize the critical role workforce development plays in sustaining Alaska's industries. Our purpose is to facilitate workforce development activities that empower employers to cultivate and retain a robust, safe, and skilled workforce. This involves a multifaceted approach encompassing education, training, apprenticeships, and the establishment of industry-recognized standards.

We take pride in our comprehensive suite of services aimed at enhancing workplace safety and productivity. From developing tailored education and training programs to collaborating on workforce initiatives, ASA is committed to bridging the gap between industry needs and available talent. Our efforts extend to managing the North Slope Training Cooperative (NSTC), ensuring standardized health, safety, and environmental training programs for employees across Alaska's industrial landscape.

Central to our operations is our digital platform, which streamlines training administration and reporting for employers. By leveraging technology, we facilitate seamless tracking of worker training, ensuring consistency and verifiability while adapting to the evolving needs of industry leaders.

Join us in our mission to create a safer, more skilled workforce that drives the prosperity of Alaska's industries now and into the future.

JOB SUMMARY:

As the Learning Software Support Specialist at the Alaska Safety Alliance (ASA), you will serve as the go-to internal expert for ASAOnline, our Learning & Compliance Management System (LCMS). Your role encompasses a blend of technical expertise, customer support, and strategic insight to drive organizational growth and enhance user experience.

Key responsibilities include providing technical support to internal teams and external users, recommending improvements to enhance the member and customer experience, and actively promoting ASAOnline within the organization and to external stakeholders. Additionally, as part of a dynamic team, you will have the opportunity to contribute to special projects and initiatives as needed, requiring flexibility and adaptability to ensure organizational success.

This role offers a unique opportunity to play a pivotal role in shaping the future of learning and compliance management within the organization while collaborating closely with cross-functional teams to achieve our mission of fostering a safer and more skilled workforce in Alaska.

ESSENTIAL AREAS OF RESPONSIBILITY:

- Collaborate with teammates to configure e-learning courses and services delivered via ASAOnline
- Maintain workflow for enrollment, testing, grading, certification, and other program requirements
- Investigate suitability of available modules to meet client needs and provide functional solutions
- Develop standardized processes & procedures
- Provide input on features and functionality of ASAOnline for the purpose of creating marketing materials
- Guide ASA leadership in decision-making and product development
- Dialogue with clients to understand their training/LCMS needs and recommend appropriate solutions
- Provide system demonstrations at events and individually
- Produce proposals for clients to be approved by Director of Operations & Executive Director

KEY DUTIES:

- Configuring and enhancing LCMS courses and educational initiatives.
- Managing and enforcing LCMS content publication standards.
- Troubleshooting and resolving user issues with the LCMS.
- Monitor “issue tickets” and inform ASA staff on the status of each ticket.
- Collaborating with stakeholders on testing new courses and applications.
- Assisting with the development of reports and data collection.
- Providing input for course and application development projects.
- Executing delivery of LCMS training webinars.
- Supporting team efforts in setting business goals and processes.
- Assist with and occasionally take on other assigned projects or volunteer for tasks that are outside of the essential functions of the job, for which you have both capacity and ability to manage and/or complete.

What you'll bring to the job:

- Previous nonprofit or member organization experience is desirable.
- BA/BS degree or equivalent prior work experience is a plus.
- Experience with industry safety training requirements and annual reporting is a plus.
- Experience developing or overseeing compliance training programs is strongly preferred.
- Excellent oral and written communication skills, customer service skills, and organizational skills.
- Experience and proficiency with the use of Learning Management Systems is highly desirable.
- Ability to create database reports and to utilize functions/formulas for automation in Excel is preferred.

What you'll do well:

- Work effectively in a team environment with flexibility and self-management.
- Reliably ensure completion of assigned projects in a timely manner.
- Adapt and anticipate challenges while actively engaging with the team.
- Plan, organize, and prioritize tasks to achieve objectives with minimal oversight from management.
- Communicate effectively with individuals at all levels, both internally and externally.
- Have a working knowledge of a variety of computer software applications in word processing, spreadsheets, database, and presentation software (Microsoft Office Products, LMS/LCMS).

What you'll get out of it:

- Work with a passionate team in a collaborative environment.
- Empowerment to create new programs and services.
- Room for creativity and meaningful contributions.
- Appreciation and recognition for participation and collaboration.

Qualified and passionate individuals seeking purposeful work are encouraged to submit a resume and cover letter, including salary requirements, to info@alaskasafetyalliance.org.

EOE/AA/M/F/Vet./Disab.