



JOB TITLE: e-Learning Programmer / Support Specialist

Department: Vivid Production and Learning Solutions

Reports To: Vivid Production Manager and Learning Solutions Manager

POSITION SUMMARY:

This is a shared position between the Production and Learning Solutions departments. The e-Learning Programmer / Support Specialist works within a multi-disciplinary team to develop and enhance Vivid's learning content and training infrastructure. This position supports Vivid's client base through the packaging of courses for delivery on client-hosted Learning Management Systems (LMSs) as well as configuration and maintenance of Vivid-hosted LMSs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Production Department

- Program in ActionScript, JavaScript, C#, ASP/ASP.net
- Create and edit HTML and XML documents
- Develop in Flash
- Database development using relational databases, especially SQL Server
- Provide second-tier technical support as needed
- Maintain company documentation as required

Learning Solutions Department

- Administer online Training Portals including:
 - Setting up, renewing, and implementing changes to customer orders in specified LMS
 - Providing system usage reports to customers and Vivid Management as requested
 - Importing students from Excel spreadsheets
 - Registering and deactivating students
- Perform Customer Technical Support – addressing customer calls and e-mails
- Enter new courses into LMS and associated tasks
- Prepare courses for delivery to clients via SCORM and AICC
- Provide technical support for LMS, SCORM, and AICC issues
- Maintain company documentation as required
- Perform quality assurance and quality control functions for the Production Department

- Administer Vivid support databases as directed

EDUCATION AND/OR EXPERIENCE

- Bachelor's Degree in Computer Science, Digital Technology and Culture, or related discipline preferred; high school diploma or equivalent acceptable with experience in a related position
- Demonstrated proficiency in a demanding and ever-changing work environment
- Strong oral and written communication skills
- Excellent organizational skills
- Experience with web development technologies highly desired, including ActionScript, JavaScript, ASP/ASP.net, C#, XML and HTML

WORKING ENVIRONMENT

Professional environment requires cooperative attitude and ability to work as part of a team. Incumbent must have good communication and interpersonal skills, be detail-oriented and adaptable.