

Job Description

POSITION DETAILS			
Functional Designation	Digital Learning Manager	Department	Human Resource
Sub Department	HR – L&D	HR Grade	Manager
Location	Corporate Office	Reporting Manager	Lead Digital Learning
Job Purpose			
Digital Learning Manager role holder will be responsible for managing and optimizing the organization’s learning systems.			
Principal Accountabilities			
Key Responsibilities: <ul style="list-style-type: none">● System Management<ul style="list-style-type: none">○ Oversee the daily operations of the LXP/ LMS, ensuring system reliability and data integrity.○ Develop and maintain efficient processes for course deployment, user management, system maintenance, carousal creation and management and reporting.● Support and training<ul style="list-style-type: none">○ Provide technical support and training to Learning & Development (L&D) teams and end-users.○ Create templates and guidelines for course creation to standardize quality and facilitate ease of use.○ Provide first level technical support troubleshooting for the learning platforms.● Data Analysis<ul style="list-style-type: none">○ Analyze data to provide insights on training effectiveness and align the learning ecosystem with organizational goals.○ Identify patterns and prioritize requests for platform improvements.● Collaboration<ul style="list-style-type: none">○ Work closely with the L&D Effectiveness team to enhance the quality of data received and streamline processes.			

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Desired Profile

Qualifications and Experience:

- Bachelor's degree in any field. Strong background in technology and learning systems. Proficiency in data analysis and reporting tools.
- Minimum 2-year experience in managing Learning Management Systems (LMS) or Learning Experience Platforms (LXP). Experience in providing technical support and training to teams.
- **Skills:** Proficiency in instructional design software, strong understanding of learning theories and instructional design models, excellent written and verbal communication skills. Excellent communication and collaboration skills. Ability to work independently and manage multiple projects simultaneously.

Additional Skills (Preferred):

- Certification in instructional design.
- Experience with content development tools and authoring software.
- Knowledge of learning analytics and data visualization.