ScrumAlliance®

Position: Product Operations Specialist
(LMS Administrator, Product Integrations Specialist, Product Implementation Specialist)
Reports to: Head of Product
Salary Range: $57,440 - 86,160

Position Summary
The Product Operations Specialist is a multi-dimensional role, created to support the efficient development and delivery of Scrum Alliance products and courses to the organization and to our partners, with a specific focus on management and optimization of our Learning Management System (LMS). Specifically, this role will focus on the day-to-day management and support of our Learning Management System (LMS), product launches, data analysis, and working cross-functionally with departments and stakeholders to ensure the proper support is delivered for our business efforts.

Key Responsibilities
- Product Development:
  - Gather and organize data from the LMS, user feedback, and other sources to inform product strategy, in partnership with the Product team.
  - Collaborate with internal and external stakeholders to understand and document LMS needs, translate needs into actionable requirements, and provide creative solutions to meet the organization's and client's needs and business goals.
  - Represent the Product Team in researching, designing, and implementing product integration solutions across the organization.
  - Proactively communicate with the Business Development team as new business development opportunities or content creation processes are identified, including coordinating handoff meetings between business development and product teams when deals are closed, ensuring a smooth transition of information and sustaining ongoing partnership requirements.
- Product Delivery:
  - Coordinate product launches, both on-demand and ILT, taking responsibility for Product Team tasks and working collaboratively with other teams to successfully deliver products.
  - Assist with quality assurance of all products and have strong attention to detail throughout the product launch cycle.
  - For partner integrations, coordinate the delivery of necessary files and information, working with the technology delivery team to ensure appropriate triggers and necessary APIs are in place.

- ○ Work closely with the technology, marketing, and business development teams to provide LMS course data for reporting and marketing purposes, including integrations with the SAI website and other systems (i.e., HubSpot and PowerBI).
- Product Maintenance:
  - ○ Work with internal stakeholders to ensure partner and customer feedback informs product enhancements and organizational decisions.
  - ○ Leverage learner and reviewer feedback and other data to recommend content maintenance and updates for on-demand and ILT courses and implement approved changes.
- LMS Administration & Optimization:
  - ○ Manage day-to-day LMS administration tasks, including user account management, course setup, content uploads, system configuration, and maintenance.
  - ○ Proactively monitor LMS performance, identify areas for improvement, and implement solutions, staying up-to-date with new LMS updates and features to improve learner experience and optimize internal processes.
  - ○ Proactively troubleshoot, manage, and resolve LMS technical issues, providing timely support to users and escalating complex issues as needed.
  - ○ Develop and maintain comprehensive LMS resources, including user guides, FAQs, training materials, and a knowledge base of common issues and solutions, to ensure effective LMS utilization by all stakeholders.
- Other Duties:
  - ○ Collaborate with the team and within the organization to drive initiatives and reach goals and objectives.
  - ○ Participate in team meetings and contribute to team goals.
  - ○ Perform other duties and special projects as assigned.

Education & Required Skills/Abilities
- Bachelor's degree in Information Technology, Education Technology, or a related field preferred.
- Experience in agile ways of working, scrum experience is preferred.
- 1-3 years of experience administering and supporting Learning Management Systems (LMS), Thought Industries experience preferred
- Strong understanding of LMS functionalities, including course management, user management, reporting, and integrations.
- Experience with LMS integrations is essential; API development experience is preferred.
- Experience working with databases (e.g., SQL) is a plus.
- Excellent problem-solving and troubleshooting skills.
- Strong communication and interpersonal skills.
- Ability to work independently and collaboratively as part of a team.
- Experience in a fast-paced, dynamic environment.

About Scrum Alliance

Scrum Alliance is a global organization committed to transforming the world of work through the widespread adoption of agile and scrum. We offer certifications, training, and membership benefits to support individuals, teams, and organizations on their journey toward agility. The Product Operations Specialist will be instrumental in extending the reach of Scrum Alliance's mission through innovative business development strategies and strong partnerships.