

**Vacancy No:** **AF/001/2025-readvertised**

**Post Title and Level:** **Associate Fellow – LMS Administration**

**Organizational Unit:** **Integrated Business Centre, Digital Learning Services Unit**

**Duty Station:** **Turin, Italy**

**Duration:** **1 year, extendable**

**Deadline for Applications:** **06 April 2025**

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At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

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## **Organizational context**

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

The United Nations System Staff College operates through two distinct but interdependent departments: 1) Learning and Knowledge Services (LKS), and 2) Integrated Business Services (IBC). The IBC adds value to the relationship between UNSSC, its clients and donors through integrated support to UNSSC's Directorate and programmes in a manner that optimizes quality and agility of services; facilitates compliance with UN rules and regulations; leverages business insight and service opportunities; while making use of innovative technologies to increase efficiency and impact, thus contributing to positioning UNSSC as a centre of excellence and top provider of learning services for UN personnel within the UN system.

The Associate Fellow will be part of the Digital Learning Services (DLS) Unit which is part of the UNSSC Integrated Business Centre. DLS is behind the design,

coordination and development of UNSSC's Blue Line, a global learning hub for personalized and self-directed learning as well as the design and administration of UNSSC's Learning Management System (LMS).

### **Responsibilities/Deliverables:**

Reporting to the Digital Learning Specialist at the IBC-DLS, the Associate Fellow will be responsible for, but not limited to, the following tasks:

#### **LMS Administration and Support (50%)**

- Support the day-to-day operations and maintenance of Moodle-based LMS platforms, ensuring optimal system performance and availability, as well as minimisation of issues encountered by colleagues and learners alike.
- Manage user accounts, roles, permissions, and course enrolments, ensuring proper access controls.
- Provide second and third-level technical support to users, resolving issues related to access, functionality, and system configurations.
- Monitor key LMS performance metrics and dashboards, identifying potential risks, and taking proactive steps to mitigate those together with the DLS team.
- Act as the key point of contact for LMS-related inquiries, escalating complex technical issues to other support tiers, including developers or external vendors when necessary.

#### **Data Retention and Lifecycle Management (30%)**

- Support the development and implementation of data retention workflows and procedures in alignment with organizational goals and standards.
- Regularly audit LMS records and other data to ensure compliance with UNSSC's data retention policy.
- Manage the archiving and deletion of data according to defined lifecycle policies while maintaining system integrity and performance.
- Prepare reports on data usage, retention, and compliance for internal stakeholders.

#### **LMS Documentation and Knowledge Management (10%)**

- Develop and maintain comprehensive LMS documentation, including user manuals, technical guides, and standard operating procedures.
- Support the documentation of LMS configurations, customizations, integrations, and updates for reference and troubleshooting purposes.
- Ensure documentation is regularly reviewed and updated to reflect system changes or upgrades.
- Create troubleshooting guides and quick-reference materials for end-users and other administrators.

#### **Support for LMS Development and Software Updates (10%)**

- Collaborate with developers and external vendors to test and implement system updates, plugins, and customizations.
- Identify, evaluate, and recommend new plugins, tools, or features to enhance LMS functionality and user experience, while considering the long-term sustainability of our systems.

- Participate in project planning and regular check-ins to ensure timely delivery of development tasks.
- Coordinate with other UNSSC teams to ensure seamless deployment of updates and minimize disruptions to all users.
- Provide training and support to internal teams on the new features and updates.

Perform other related duties, as assigned.

## Core competencies

**Professionalism:** Proficiency in Moodle administration, including managing site administration, as well as plugins, themes, and configurations. Understands database management and LMS data structures and is familiar with compliance standards related to data privacy and retention. Demonstrates strong organizational and documentation skills and excellent problem-solving and troubleshooting abilities. Willingness to keep abreast of new developments in the field.

**Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

**Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

**Client orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

**Commitment to Continuous Learning:** Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

## Qualification requirements

### **Education**

Bachelor's degree in Information Technology, Computer Science, Data Science, Education Technology, or a related field. Relevant certifications (e.g., Moodle Administration) are an asset.

### **Experience**

- At least 2 years of working experience in LMS administration and support is required. Experience with Moodle or Moodle Workplace is a strong asset.
- Experience in implementing and managing data retention policies for learning institutions (desirable).
- Experience in supporting development teams in software updates and customizations. (desirable)
- Familiarity with UX research methods and human-centred design (desirable).
- Previous working experience in the UN System (desirable).
- Basic knowledge of PHP, MySQL, or other relevant technologies is a plus.

### **Languages**

Fluency in English is required. Knowledge of another UN official language is an asset.

## Conditions of Contract and Terms of Remuneration

Available at [AF\\_001\\_2025](#)