UNITED NATIONS
SYSTEM
STAFF COLLEGE

Vacancy No:	**VA/UNSSC/009/2025**
Post Title:	**LMS Service Coordinator, P3**
Organizational Unit:	**Integrated Business Centre, Digital Learning Services Unit**
Duty Station:	**Turin, Italy**
Duration:	**1 year; extensions are subject to satisfactory performance and availability of funds**
Deadline for applications:	**15 May 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.

Within the IBC, the Digital Learning Services (DLS) unit 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).

A new position is available at the DLS unit in the IBC. UNSSC is looking for an experienced professional to ensure the efficient operation, continuous improvement, and strategic expansion of the organization's LMS-related portfolio of services. This position is responsible for enhancing existing services, integrating new learning technologies, and ensuring high-quality support for all LMS users. By integrating service design principles, the incumbent will support UN system-wide LMS adoption by enhancing user experience, streamlining support processes, and ensuring UNSSC's corporate platform continuously evolve to meet UN system-wide priorities and corporate requirements.

Terms of reference:

Reporting directly to the Digital Learning Specialist at the IBC-DLS, the LMS Service Coordinator is responsible for providing the following services:

LMS Management and Coordination:

- Coordinate the daily operations and administrations of UNSSC LMS infrastructure.
- Coordinate the development and implementation of internal policies governing the full lifecycle of user accounts, role-based access, content management, and platform utilization to ensure consistency, security, and scalability.
- Define content lifecycle management policies, including content approval processes, version control, archiving, and periodic reviews to ensure course relevance, quality, and alignment with evolving organizational priorities.
- Oversee and manage the LMS Service Desk, ensuring efficient resolution of support requests and a high-quality user experience.
- Support the development and implementation of service-level agreements (SLAs), documentation best practices, and standardized support processes to maintain a robust LMS support system.
- Regularly engages with UNSSC's and clients' ICT teams to monitor and coordinate implementation and continued update of existing custom integrations, and identifying technical requirements for development of new functionality and integrations.
- In consultation with the Digital Learning Specialist and UNSSC's Data officers, contributes to the implementation of the UNSSC's data infrastructure and learning analytics by monitoring LMS platform performances and compiling data and metrics as required.

LMS Service Design and Development:

- Monitor LMS usage analytics, learner engagement metrics, and system performance trends to identify areas for improvement.
- Lead user research, feedback analysis, and usability testing to optimize LMS services based on real user needs.
- Identify opportunities to expand LMS capabilities by integrating new features, content formats, and digital learning tools; including the adoption of AI-powered learning solutions.
- Lead the development, implementation and testing of new functionalities for UNSSC LMS.
- Coordinate and oversee external vendors in implementing key LMS system enhancements, ensuring scalability and long-term sustainability of the platform.
- Develop migration roadmaps and phased implementation plans to enhance user readiness, streamline transitions from corporate legacy systems, and optimize long-term engagement.
- Drive LMS accessibility improvements to ensure an inclusive experience for learners of diverse backgrounds and abilities.
- Provide technical expertise to improve learning workflows and internal processes related to leveraging and deploying of Artificial Intelligence and new learning technologies within UNSSC IT and LMS infrastructure.
- Leverage best practices of science of learning to properly design and evaluate state-of-the-art training interventions, providing input in aspects such as, interaction design, assessment methods, appropriate use of web applications.
- Keep updated with the latest trends in technology-enhanced learning and learning experience design.

Stakeholder Engagement:

- Facilitate cross-functional internal collaboration with UNSSC colleagues to drive LMS adoption and strategic alignment.
- Support the implementation of change management strategies to drive efficient and cost-effective system-wide LMS adoption across the UN.
- Support the implementation of communication, engagement and capacity development strategies to enhance LMS awareness, adoption and utilization.
- Establish audit and reporting mechanisms for compliance monitoring, ensuring LMS operations align with international regulations and relevant UN policies.

Other duties as assigned

Qualifications required

Education

Advanced university degree in adult learning, instructional design, educational technologies and related social sciences.

Experience

- At least five years of working experience in LMS setup and administration as well as e-learning instructional design and development (required).
- Proven experience in LMS service design and human-centered service design methodologies, with a strong focus on enhancing LMS technical infrastructure, usability and adoption (required).
- Proven experience in Moodle LMS development, including custom plugin development, theming, API integration, and system optimization for enterprise learning environments (required).
- Proven expertise in scaling LMS infrastructure and learning technology integration (required).
- Experience managing AI-enabled LMS features, including personalized learning pathways, AI-driven analytics, and real-time data visualization dashboards (highly desirable).
- Previous working experience in the UN System (highly desirable).

Languages

Fluency in oral and written English is required. Knowledge of another UN official language is desirable.

Competencies:

Professionalism: Solid understanding and experience in learning design and technology-enhanced learning; proven experience in learning ecosystem design and AI-driven learning technologies. Demonstrated capacity to lead LMS technical development processes and confidently manage research and development practices and continuous improvement cycles. Demonstrated professional competence and mastery of subject matter.

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.

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.

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.

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.

Commitment to Continuous Learning: proven ability to keep abreast of new developments in own occupation/profession; willingness to develop oneself professionally and personally; willingness and ability to contribute to the learning of colleagues; willingness to learn from others; ability and willingness to seek feedback to learn and improve.

Technological Awareness: Solid knowledge and experience of learning management systems, development processes and scalability practices. Understanding of applicability and limitation of technology to the work of the office and experience on the application of technology to support learning and training intervention. Experience with ERP systems, Moodle-based or similar learning management systems, Drupal or similar Content Management Systems, and Salesforce or similar Customer Relationship Management systems, would be an asset. Experience with data management, analysis and visualization software (such as Power BI, etc.) would be an advantage.

Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form (http://www.unssc.org/sites/unssc.org/files/p11un.doc)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at:

https://www.unssc.org/about/employment-opportunities