ELEARNING PRODUCT MANAGER

Due to rapid growth, Praesidium is seeking an eLearning Product Manager in our Training and Development Division. As eLearning Product Manager, you will manage and administrate our Armatus learning management system, help determine future system enhancements, give guidance and support to senior management in client organizations, and provide technical support to end users of our online training products. Your goal is to ensure that clients get the most out of our product offerings to meet their training needs.

KEY RESPONSIBILITIES

- Develop effective working relationships with leadership from client organizations
- Provide efficient and timely client support and troubleshooting techniques to end users via email and telephone
- Effectively communicate technical information to audiences with varying levels of technical experience
- Administer the company Learning Management System, managing enrollment, reporting, course catalog, and other features
- Provide webinar training to client organization leadership and to end users about system functionalities
- Support company senior management and account managers in their work with client organizations
- Support Technology Department to resolve system inefficiencies and client issues
- Develop the road map for system enhancements
- Work with the Technology to conduct system testing and upgrade planning
- Maintains a catalogue and schedule of courses

REQUIRED SKILLS AND EXPERIENCE

- Bachelor’s Degree or equivalent preferred
- Outstanding written and verbal communication skills
- Minimum two years of learning management system administration, technical support, and customer service experience
- Solid understanding of learning and development along with strong business acumen
- Proven track record of putting the customer first and ensuring their satisfaction
- Experience in roles requiring the ability to work independently, anticipate next steps, take initiative, exercise discretion and sound judgment
- Resourcefulness, adaptability, and the ability to meet deadlines, and thrive in a fast-paced, dynamic environment
- Functional expertise with learning management systems
- Collaborative and consultative work style
- Comfortable working with business and technical personnel at all levels of the organization
- Strong organizational skills, flexibility and ability to juggle multiple priorities
- Familiar with IE, Firefox, Safari, Chrome, understanding of web browser security and advanced settings
- Proficient in Microsoft Office and Outlook

IN ADDITION, THE IDEAL CANDIDATE WILL HAVE:

- Experience with eLearning products support
- Understanding of web product development processes
- Knowledge of Storyline and Photoshop
- Knowledge of Windows OS, MAC OS, UNIX and SQL a big plus.
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PERKS AND BENEFITS:
• A dedicated team of committed, intellectually stimulating colleagues.
• An opportunity to contribute to the care and safety of children and vulnerable adults across the nation
• Family friendly, entrepreneurial work environment
• Fresh Fruit Mondays
• Catered lunches
• 13 office holidays
• 10 to 20 days paid time off (PTO)
• Health and dental insurance
• Simple IRA retirement plan with Company contribution
• Sponsorship for conferences and classes
• Boundless room for professional growth and career opportunities

TO APPLY
Applicant must include salary history and requirements in cover letter to Job@PraesidiumInc.com. Position is based in Dallas-Fort Worth.