



Aoba - Japan International School

Leading Positive Change

Job Title: LMS Administrator

Reports To: Director of Technology

Position Type: Full Time

Compensation: Details available upon request

Job Description:

The Learning Management Systems Administrator provides technical oversight in support of Aoba-Japan's learning management system (LMS) and associated technical infrastructure. This position is responsible for the design, development, implementation, integration, delivery, support and maintenance of software systems, technical infrastructure, administrative procedures, content, assets, and other digital resources used for instructional functions. The Learning Management System Administrator is the primary system administrator for the Aoba-Japan LMS and oversees the installation of all system updates and upgrades, as well as tools and software integrated with the LMS. Work is performed under the supervision of the Director of Technology.

Accredited by: The Council of International Schools (CIS), New England Association of Schools and Colleges (NEASC), and International Baccalaureate (IBO)

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2-11-5 Aobadai, Meguro-ku, Tokyo

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ESSENTIAL JOB DUTIES:

LMS Administration

- Work on assignments dealing with the routine and daily operation, use, and configuration of the Aoba-Japan LMS.
- Manage community areas within the LMS including functionality, appearance, tabs, and settings.
- Write and maintain technical procedures and policy documentation.
- Coordinate purchasing, licencing, and other procurement activities related to LMS operations.
- Diagram and maintains deep knowledge of organisation-wide LMS infrastructure and data flows.
- Act as an internal consult by analysing data and recommending solutions which utilise the LMS to solve business and academic problems and work together with relevant stakeholders to present findings to members of business and academic leadership.
- Develop and maintain backup solutions for application data, user data, and database state configurations in accordance with organisation, industry, and state level information security requirements.
- Perform data recovery and application state rollback functions as necessary.
- Develop, implement, and maintain application access permission structures in collaboration with business and academic leadership.
- Record and maintain application access audit logs in accordance with organisation, industry, and state level information security requirements.
- Apply software updates, patches, and bug fixes in order to improve software system performance and application security.
- Maintain knowledge of and ensure organisational compliance with relevant information security regulations including PPI, GDPR, and others.
- Develop and implement application automation solutions aimed at increasing operational efficiency, information security, streamlining data flows and simplifying overall technical infrastructure requirements.
- Creates user logins as needed and assigns user permissions.
- Creates and manages user structures including the creation of user groups and learning cohorts.
- Manages course enrollment including progress tracking.

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Technical Support

- Troubleshoot LMS related technical issues alone and in collaboration with other Information Technology Department members.
- Serves as point of escalation for support issues, which may include interaction with LMS vendor related vendor support services and contracted 3rd party services.
- Produce and maintain detailed technical documentation related to system configurations, infrastructure requirements, LMS architecture, data flows and other areas in order to ensure uninterrupted continuity of LMS operations as well as to facilitate the iterative improvement of technology infrastructure and practices.
- Assist in the day to day operations of the Information Technology Department as needed.
- Provides troubleshooting assistance for users regarding logging in to the LMS and accessing courses.
- Reviews and monitors system performance.
- Works with technology integration specialists, instructional designers, and education staff to troubleshoot and resolve technical issues related to accessing the LMS and course content.

Collaboration

- Collaborate with other members of the Information Technology Department in order to develop integrated technology solutions, identify and address potential future issues, and troubleshoot and solve technical issues.
- Collaborate with academic officers and teaching faculty in order to align LMS infrastructure with stated academic objectives and student learning outcomes.
- Advise members of business and academic leadership on long-term capacity and growth planning for applications infrastructure in line with stated organisational growth objectives.
- Communicate requirements to Systems and Network Administrators in order to ensure that network infrastructure and configurations are able to support the efficient and secure operation of software solutions.
- Organise and participate in cross-functional meetings with technical, business, and academic stakeholders in order to identify and draft technical solutions to problems and improve business processes across the organisation.

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Professional Development

- Develop and administer training and onboarding programs for faculty and staff related to the use of LMS applications, services, and infrastructure.
 - Provide just-in-time training for faculty and staff in the use of LMS applications, services, and infrastructure.
 - Engage in professional development and training programs in order to maintain and improve technical skill sets and industry knowledge.
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Required Qualifications:

- Business Level English communication skills (written and oral).
- Bachelor's degree (Computer Science or Information Management Systems preferred).
- Minimum of 3 years' experience in a systems or LMS administrator role or in similar position with relevant duties and skill requirements.
- Minimum of 3 years' experience supporting business and technical operations requirements of primary and secondary education organisations.
- Minimum of 3 years' experience developing and implementing business process integration and automation solutions (Zapier, Microsoft Flow, automation.io)
- Working knowledge of directory services and protocols (LDAP, RADIUS, AD) and associated 3rd party services (Microsoft Active Directory, Azure AD, AWS Directory Service, JumpCloud, Okta, Clever).
- Working knowledge of networking protocols (TCP/IP, HTTPS, UDP, FTP) and ability to troubleshoot network related technical issues.
- Working knowledge of multiple web design technologies, including HTML, CSS, and JavaScript.
- Working knowledge of application programming interface (API) communication protocols, tools, and use case scenarios.
- Excellent customer service skills, responsive attitude.
- Friendly, good humoured, and empathetic disposition suited to working with others and solving problems under pressure.
- Excellent technical troubleshooting skills and understanding of troubleshooting processes.
- Ability to collaborate with others at all levels of the organization as well as vendors.
- Ability to gain new technical skills quickly through both self study and formal professional development activities.
- Ability to communicate complex technical concepts in layman's terms.

Preferred Qualifications:

- Conversational Japanese communication skills (written and oral).
- Coursework and/or certifications relating to learning management systems administration.
- Coursework and/or certifications relating to information technology skills and concepts.
- Familiarity with course design and development.
- 2+ years administering a G Suite Enterprise or Education domain.
- 2+ years working with SCORM, AICC, and/or xAPI eLearning standards.
- Experience working in an international, multi-cultural environment and supporting an international clientele and user base.
- Experience working in an international K-12 education environment.
- Experience working in an IB authorised educational institution.

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