

## Learning Platform Specialist

### أخصائي منصة التعلم

*Higher Council for Science and Technology*

#### **Role overview**

The Learning Platform Specialist is responsible for the day-to-day operation, technical support, and quality assurance of the El Hassan Learning Platform.

The role combines technical platform administration, user support, and operational coordination to ensure the platform runs reliably for learners, instructors, and content partners.

The officer serves as the primary operational focal point for the learning platform. This includes supporting internal staff, assisting external users, coordinating with hosting and software providers, managing course publishing processes, and ensuring that course content is correctly configured and delivered through the Learning Management System (LMS).

The position works closely with the rest of the e-learning unit, instructional designers, and video production team to ensure that courses are properly implemented and accessible on the platform.

#### **Key responsibilities**

##### **LMS and platform operations**

- Manage the daily operation of the learning platform and ensure system availability and proper functionality.
- Administer the LMS environment, including course setup, user roles, permissions, and system configuration.
- Upload and organize course materials, videos, quizzes, and other learning resources.
- Configure course structures and learning activities in accordance with instructional design requirements.
- Monitor system performance and identify issues affecting platform functionality.

##### **User support**

- Provide technical support to external users including learners, instructors, and partner institutions.
- Support internal e-learning unit staff with platform-related technical needs.
- Respond to user inquiries and troubleshoot platform access, login issues, and course navigation problems.
- Develop guidance materials or instructions to help users navigate the platform effectively.

## **Course publishing and content management**

- Implement course structures and upload content according to instructional design specifications.
- Ensure learning materials are correctly formatted and displayed within the platform.
- Verify that videos, quizzes, assignments, and interactive elements function properly.
- Maintain organized course catalogs and ensure content is correctly categorized and accessible.

## **Platform quality assurance**

- Perform quality checks before courses are published on the platform.
- Verify that course pages function correctly and meet platform standards.
- Identify and report technical issues affecting user experience.
- Test platform updates, integrations, and new features before deployment.

## **Vendor and technical coordination**

- Serve as the primary operational liaison with hosting providers and external software vendors.
- Coordinate with platform developers, hosting providers, and technical service providers when technical issues arise.
- Track issues and follow up to ensure timely resolution.
- Assist in coordinating platform upgrades, integrations, and maintenance activities.

## **Monitoring and reporting**

- Monitor platform usage and identify operational issues affecting users.
- Maintain records of platform incidents and support requests.
- Provide feedback to the e-learning team on recurring user challenges and areas for improvement.

## **Required qualifications**

### **Education**

Bachelor's degree in computer science, information systems, educational technology, engineering, or a related field.

### **Experience**

- At least 5 years of **relevant** experience in technical support and administration functions.
- Proven experience supporting LMS platforms, such as Moodle, is required

### **Technical expertise**

Strong familiarity with:

- Learning management systems and course administration

- LMS architecture
- Digital learning content formats
- User management and permissions
- Troubleshooting web-based platforms
- Video and multimedia integration in LMS platforms
- Platform configuration and system updates
- Website or platform quality assurance processes

### **Professional skills**

- A proactive approach to identifying and resolving issues.
- Strong problem-solving and troubleshooting abilities.
- Ability to support both technical and non-technical users.
- Ability to communicate technical issues clearly to non-technical users.
- Strong organizational skills and attention to detail.
- Ability to manage multiple operational tasks simultaneously.
- Ability to work effectively with internal teams and external partners and vendors.
- Strong ownership of platform operations.

### **Language**

Fluency in Arabic and English, written and spoken.