



## CAREER OPPORTUNITY

**Job Title:** Learning Technology Specialist  
**Reports To:** Director of Training & Development  
**Department:** Human Resources

## ABOUT WELLS & ASSOCIATES, LLP

Wells & Associates, LLP, is based in Stroudsburg, Pennsylvania, with corporate offices in East Stroudsburg, Pennsylvania. The company began in 2013 and specializes in leisure products that make our free time better, including electronics, camping gadgets, apparel, games, apps, and more. President and CEO is Dr. Holly Wells. Wells & Associates was awarded Best Local Business by the Pocono Bee in 2016 for hiring local college graduates and giving back to the community through service projects and philanthropic giving. Learn more at [www.wellsllp.com](http://www.wellsllp.com).

## Position Overview

Wells & Associates, LLP, seeks a Learning Technology specialist to manage our Learning Management System and the W&A Learning Center. Upon completion of training, this person will be considered the subject matter expert concerning its capabilities. This position provides frontline support to those needing technical assistance and internal support for all products hosted in the LMS.

### General Responsibilities

- Administer W&A's learning management system including system troubleshooting to ensure it is operational 24/7.
- Set up products hosted in the LMS including, but not limited to, online courses (SCORM, AICC, etc.), webinars, blended learning, classroom courses, conferences, multimedia products, resources, assessments, and surveys.
- Perform high-level business process and systems requirements definition and participate in the development and execution of future system strategies.
- Stay abreast of developments in the field of online learning and learning technology, including best practices, new solutions, and emerging trends.
- Oversee online course uploads, alpha and beta testing, user management, portal and/or reporting customizations
- Perform regular LMS quality assurance checks to ensure proper system functionality, courseware deployment, and testing in the development environment and production environments.
- Test system upgrades and implementation of new system functionality.

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- Serve as technology liaison to the IT department on learning technology-related projects, improvements, and maintenance.
- Act as the first point of contact for technical support and troubleshooting issues.
- Investigate and identify issues as they arise; work collaboratively with IT and vendor technical support to resolve issues as needed.
- Create and manage LMS governance and provide LMS training to internal administrators
- Create and update system requirement documents, test plans, and Standard Operating Procedures (SOPs).
- Create and compile reports for user enrollment, test and survey data, and other LMS analytics.
- Participate in testing of online courses for quality assurance.
- Provide day-to-day customer support for online product inquiries, purchases, access, continuing education credits, and related questions.
- Provide account management for enterprise clients including contract management, invoicing, user enrollment, reporting, and acts as ongoing support.
- Work with external Subject Matter Experts (SMEs) to design and develop online courses consistent with sound adult learning and instructional design principles under the direction of the Associate Director of Training & Development.

### Qualifications

- Education: Bachelor's degree in Instructional Design or closely related discipline
- Technological Skills: Microsoft Office; at least one LMS
- Industry or Related Experience: Internship in information design or learning technology
- Additional Requirements and Qualifications: Strong attention to detail. Ability to work within time constraints and deadlines. Ability to demonstrate strong communication and organizational skills. Ability to multi-task and work in a growing team environment.

### Salary and Benefits

- \$40,000/year + competitive benefits package

### How to Apply

Please address cover letter to the following:  
Dr. Holly Wells, President and CEO

All application materials should be submitted via our D2L Dropbox submission system.

Only qualified individuals being considered will be contacted for an interview.

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