



Position Description – Digital Learning Coordinator, Learning Design (LMS Administrator)

Position Details

Position Title: Digital Learning Coordinator, Learning Design (LMS Administrator)

College/Portfolio: College of Business & Law **School/Group:** Students & Operations

Campus Location: Primarily based at City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 7 **Time Fraction:** 1.0 FTE

Employment Type: Continuing

Reporting Line: Learning Design Manager, Learning Design

No. of Direct reports: Nil

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College of Business and Law

As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of five schools – four in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately \$280 million, employs over 1000 staff and delivers programs to approximately 30,000 students (20,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings.

For further details about the College, please visit:

<https://www.rmit.edu.au/about/our-education/academic-colleges/college-of-business>

Position Summary

The Digital Learning Coordinator, Learning Design (LMS Administrator) is responsible for leading the development, coordination and continuous improvement of LMS-enabled, student-centred engagement experiences across the College. The role focuses on enhancing the quality, reliability and consistency of digital course and engagement delivery within the Learning Management System (primarily Canvas), improving student preparedness, participation, progression and outcomes in online and blended environments. LMS administration activities will ensure engagement initiatives are accurately configured, supported and continuously improved, driving an excellent student and educator experience across programs, cohorts, locations and delivery modes.

Working closely with Learning Design, School Operations, Student Experience Teams, ITS and other College delivery teams, the Coordinator oversees LMS course updates, maintenance and governance to enable successful go-lives each teaching period. Under the direction of College leadership, the role leads the implementation of new LMS initiatives and integrations, responds to and resolves complex LMS delivery issues, and ensures operating systems and platforms that support student engagement are adequately supported and aligned with RMIT's technology solutions, standards and compliance requirements.

The Digital Learning Coordinator provides specialist advice on the LMS-enabled student lifecycle, contributes to scalable models for LMS and digital delivery, and leads initiatives that enhance student success outcomes aligned to College and University priorities. This includes working with Learning Designers, Student Experience Coordinators and Schools to design and operationalise LMS processes that:

- Improve student engagement, readiness and equity of access through effective configuration, navigation and communication flows in the LMS.
- Ensure a high-quality, consistent digital student experience across courses, programs, cohorts and delivery modes.
- Support discipline-specific engagement activities and events through robust LMS set-up and data-informed monitoring.

In partnership with senior leaders and cross-functional stakeholders, the Coordinator identifies opportunities to improve LMS systems, workflows and data-informed decision making to support continuous improvement, risk mitigation and compliance. The role also liaises with internal teams to ensure LMS components of engagement campaigns and events are effectively delivered and integrated with other student experience systems.

The Coordinator actively contributes to a positive, high-performing and collaborative team culture, supporting capability development in LMS and digital learning tools, embedding best-practice approaches to LMS administration and student success, and providing leadership, guidance and mentorship to staff involved in LMS-related student experience activities.

Key Accountabilities

- Contribute to and implement the College's LMS-enabled digital learning and student engagement strategy, increasing high-quality, scalable digital engagement activity (including LMS-supported events, initiatives and embedded experiences) for diverse cohorts.
- Design and coordinate student-facing LMS processes, systems and frameworks that enhance preparedness, participation, progression, retention and successful completion across programs and teaching periods.
- Promptly address functional course updates and LMS issues during course delivery, ensuring minimal disruption to the student and educator experience, and lead the coordination of end-to-end LMS administration for student engagement activities.
- Take responsibility for LMS administration duties related that underpin high-quality course and programme delivery, including course PDF creation, roll-over of courses, maintenance of

blueprint/master courses and course versioning, and enrolment and role allocation for Online Facilitators, Course Coordinators and other partners.

- Ensure LMS roles and permissions are correctly allocated to keep student and College data secure and compliant with governance requirements, University policy and procedures, and duty of care requirements.
- Support School Operations and Student Experience teams in setting up, quality-checking and maintaining courses in the LMS to enable successful go-lives for each teaching period, including LMS components that underpin major student engagement activities and discipline-specific events.
- Provide Canvas, LTI and EMBLE support to Learning Designers and School Operations teams, acting as the Canvas expert, providing training, mentoring and contributing to reporting, and offering specialist advice on LMS-enabled learning practices that support student readiness and success.
- Monitor and update the status of LMS-related requests, resolving issues where appropriate or ensuring the right Learning Design, School or Student Experience team member can respond in a timely manner, and work with Senior Learning Technologists and Learning Designers to implement long-term solutions for functional fixes.
- Work collaboratively with School Operations teams, Student Experience Coordinators, RMIT IT Services, build partners, colleges and internal teams to ensure online and blended courses are interoperable with RMIT systems and processes, and that student engagement projects and activities are effectively supported in the LMS.
- Use LMS data and insights to inform decision making, reporting and continuous improvement of digital learning experiences, student engagement, digital student outcomes, service quality and risk management, including identifying and addressing barriers to participation, equity, access and inclusion.
- Support the maintenance and development of the team knowledge base and processes relating to the LMS, learning design systems, onboarding, training and other documentation, and lead or contribute to process improvement initiatives that streamline LMS-related operations and the resolution of complex student and staff queries.
- Build and maintain effective working relationships with key RMIT and external stakeholders, including interns and ambassadors, to ensure the student voice informs LMS-enabled learning experiences and engagement opportunities and represents diverse cohorts.
- Work with the Learning Design Manager and various stakeholders to explore and implement new technologies and automations within the LMS environment, ensuring the introduction of technology enhances rather than disrupts existing systems and platforms.
- Contribute to a positive, high-performing team culture through mentoring, capability building in LMS and digital tools, and support for College and University student experience initiatives, including during peak periods, and undertake other projects or duties within the scope of this classification as required.

Key Selection Criteria

- Demonstrated experience in developing and implementing LMS-enabled digital learning, student engagement and success strategies embedded in curriculum design and delivery within a complex education or service environment, enhancing participation, progression and successful outcomes at scale across programs and cohorts.
- Demonstrated ability to provide strategic and operational leadership across LMS and student lifecycle functions, including the design, configuration, coordination and continuous improvement of LMS processes, systems and service delivery frameworks (e.g. course roll-over, blueprint/master course maintenance, versioning and go-live readiness).
- Demonstrated experience administering learning management systems (preferably Canvas), including prompt resolution of functional course issues, user enrolments and role allocation, and the effective management of PDFs, LTI tools and other integrations to minimise disruption to the student and educator experience.
- Demonstrated ability to build, retain and manage strong relationships with Learning Designers, academic and professional staff, IT services, students and external stakeholders from diverse

backgrounds, with a focus on supporting LMS-enabled student engagement activities and ensuring interoperability with broader RMIT systems and processes.

- Highly developed communication, stakeholder engagement and negotiation skills, with a proven ability to provide LMS-related advice and training, mentor staff, collaborate effectively across teams and influence positive outcomes in a dynamic, technology-rich environment.
- Demonstrated capacity to analyse LMS and related data, monitor and prioritise LMS-related requests, identify trends and apply insights to inform strategic decision-making, reporting and continuous improvement of digital student experience, service quality, risk management and compliance with governance and policy requirements.
- Proven ability to manage complex LMS, student and stakeholder matters, including ensuring appropriate roles and permissions, interpreting and applying policy and procedural requirements, and exercising sound judgement to deliver timely, student-centred and risk-managed solutions.
- Demonstrated experience in leading process improvement and service innovation in LMS contexts, including developing and maintaining knowledge bases and documentation, streamlining workflows, exploring and implementing new technologies and automations, and embedding best practice and continuous improvement within collaborative team environments.

Qualifications

Relevant tertiary qualifications and/or experience.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.