

OVERVIEW

Learning Management System (LMS) technology has been an adopted technology within the learning and development industry for over 20 years. According to Brandon Hall Group's 2015 Learning Technology Trends, 85% of companies currently have a LMS. Although LMSs are prevalent in the learning landscape, there continues to be a misalignment of people resources with organizational needs in managing the learning system. For many years, the LMS was owned by the I.T. department and was viewed as a desktop application or business productivity tool. It didn't take long for the learning and development professionals to build a substantial business case that the LMS is very different from other I.T. managed products, and requires a different level of expertise in meeting the goals of the L&D department.

Challenges with staffing LMS roles

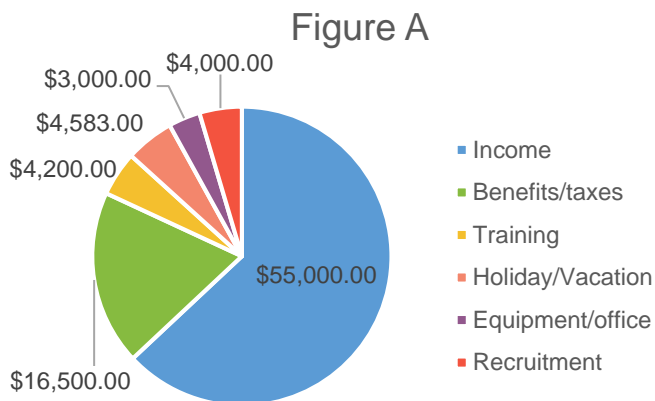
While the industry is saturated with e-Learning tools, Instructional Designers, and LMS providers the industry is seeing a significant gap in knowledgeable, available LMS Administrators. This gap is due to a few key factors:

1. **An expert LMS Administrator is a blend of many skillsets, juggling many hats.** The ideal profile of a LMS Administrator is one who understands the training and development industry....and who has experience managing hosted applications, system maintenance and upgrades, and end user support....and is proficient in working with databases and reports....and the list goes on and on.
2. **Administrators are often knowledgeable in a specific LMS product.** Yes; there are some common functions and features between LMS products but the differences are significant enough that unless the Administrator has worked with other products, the onboarding on a different product can be extensive. Finding an expert Administrator who also knows your organization's specific LMS quickly narrows the candidate pool.
3. **The majority of companies who have a LMS, need more than one Administrator to manage the system.** The company to LMS Administrator ration isn't 1-to-1 thereby decreasing the pool of available Administrators. Our years of experience working in the LMS niche has shown that in determining the number of LMS Administrators per company, the company size and overall approach to training matters. As an example, a company with 2500 employees will typically have 2-3 Administrators. This lessens the number of Administrators in the candidate pool.

What does all of this mean for a company looking to hire a LMS Administrator? It generally means increased time-to-fill the open position so definitely plan on it taking more than the average 52 days to close an open requisition. It also means lots of interviews but very few candidates for consideration. Last but certainly not least, the organization may be faced with increasing the total compensation to a potential employee due to the niche skillset.

Analyzing the Numbers

According to Simplyhired.com, the average annual salary of a LMS Administrator is \$55,000. More experienced LMS Administrators or those with responsibilities in content development may garner upwards of \$75,000 annually. The annual salaries quoted do not account for total compensation of the role which would add the standard 30% for taxes and government-mandated employee benefits. *Figure A* details the total compensation of a LMS Administrator with a base salary of \$55,000.



BEYOND SOLUTIONS

Blue Skies Performance Solutions aligns with organizations in achieving their goals for providing training across all internal and external areas of the organization. As consulting experts in learning management system selection, implementation, and administration, a key area of focus is to be the backbone of companies in need of LMS Administrators for the day-to-day delivery, support, and maintenance of organizational learning and development. Our Consultants and Administrators' expertise spans across multiple industries and LMS platforms. As former LMS Administrators in various mid and large-scale LMS products, we offer the niche skillset, expertise, and flexibility organizations need.

Our **MyPROXY** Shared Services for LMS provides a dedicated resource who quickly understands your industry and learning strategy for administering your LMS, providing sub-administrator training, and managing system releases and upgrades. We also share best practices for optimizing your LMS product. The benefits to the organization are numerous. Here are just a few:

- 1. Cost Containment.** As a comparison, see *Figure B* for the total compensation of an U.S. based, outsourced LMS Administrator from Blue Skies Performance Solutions. **MyPROXY** yields a **cost savings of approximately 13% per person per year.**
- 2. Resource Management.** With a **MyPROXY** Administrator, there is no burden on company resources with realigning personnel when someone is on vacation or out of the office for any reason. And if at any time additional resources are needed, we have resources available to be an additional or backup Administrator.
- 3. Product Support.** Our LMS Administrators provide Tier 2 support to your internal helpdesk, and can assist with basic troubleshooting and navigation for end users.