



National Day Nurseries Association

***Brighter thinking
for early years**

Job Description LMS Technical Support Specialist

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| Responsible to: | Head of IT |
| Salary Band: | Band D |
| Location: | Homebased (with occasional travel to HO in Huddersfield) |
| Hours: | 37 hours per week |
| Contract: | This is a fixed term contract until 31 August 2029 |

National Day Nurseries Association (NDNA) is the national charity and membership association representing children's day nurseries across the UK, giving them information, training and support, so they can provide the best possible care to young children. NDNA is the voice of the day nursery sector, an integral part of the lives of nearly one million children and their families. NDNA works with local and national government to develop an environment in which quality early years education and care can flourish. Putting children at the heart, through its quality and innovative approach, NDNA is continually developing new services to meet the needs of early years providers and their workforce.

Main purpose of the job

The LMS technical support specialist is responsible for developing and maintaining the Moodle platform. The role ensures the Learning Management System (LMS) is optimised for performance, security, and usability, while implementing custom features, plugins, and integrations to meet organisational learning needs. The post holder will collaborate with the IT team and relevant stakeholders to deliver a seamless and engaging user experience for learners and administrators.

Main Duties

- Oversee the daily operation, configuration, and maintenance of the Maths Champions programme (Moodle Learning Management System), including content updates and routine code maintenance.
- Monitor system performance, troubleshoot issues, and ensure platform stability and security.
- Diagnose and resolve technical problems efficiently.
- Work collaboratively with the IT team and relevant stakeholders, both internal and external, to address technical incidents and deliver new functionality
- Manage a range of learning resources, including SCORM, xAPI, H5P, video, and assessments to maintain and update programme materials.
- Run and monitor daily PHP/system scripts, review logs, remediate failures, and optimise script performance
- Produce and tailor reports on learner activity, completion rates, and assessment outcomes.
- Support bulk user uploads, enrolment processes, including enrolment and password resets and routine system audits.
- Monitor data accuracy and ensure records remain compliant with organisational requirements.
- Assess new Moodle features, plugins, and updates to identify opportunities for improvement.
- Assist the e-learning team with course setup, resource uploads, and activity configuration.

- Recommend platform enhancements and new features to improve usability and learning outcomes.
- Oversee system updates, patches, and version upgrades to ensure stability and performance
- Ensure the LMS meets organisational policies, data protection standards, and compliance requirements.

In carrying out the duties and responsibilities set out within the job description and in the context of developing working relationships with others, the post holder will be expected to demonstrate commitment to and comply with all of NDNA’s policies and procedures.

Personnel Specification LMS technical support specialist

| Criteria | Identified by |
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| QUALIFICATIONS | |
| <p>Essential</p> <ul style="list-style-type: none"> • Educated to GCSE level standard (including Maths, English and IT) or equivalent • Relevant education in IT, Computer Science, Educational Technology, or a related field (degree, diploma, or equivalent practical capability). <p>Desirable</p> <ul style="list-style-type: none"> • Relevant certifications or training (Moodle Certified Partner training, ITIL, CompTIA, etc.). | CV |
| RELEVANT EXPERIENCE | |
| <p>Essential</p> <ul style="list-style-type: none"> • Proven and demonstrable experience administering and supporting enterprise-level Learning Management Systems within an academic, corporate, or training focused environment, including day today system configuration, user management, and course lifecycle maintenance. (strong preference for Moodle) • Strong technical background, including: <ul style="list-style-type: none"> ○ Understanding of LMS architecture, user roles, permissions, and integrations ○ Basic knowledge of HTML, CSS, XML, PHP and SQL for troubleshooting content issues ○ Familiarity with SCORM/xAPI standards and eLearning content packaging • Hands-on experience with user support and troubleshooting, including root-cause analysis, and resolving course access issues, completion tracking, and system error issues and content related queries. • Proficiency with reporting and analytics, including building custom learning reports and dashboards. | CV /Interview |

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| <ul style="list-style-type: none"> • Ability to manage LMS configuration and maintenance, including updates, permissions management, and ensuring data integrity. • Track record of managing LMS (preferably Moodle) upgrades and patching, including coordinating testing, validating functionalities, and liaising with hosting providers, support partners and developers. • Practical experience with data reporting and analytics, including extracting logs, generating completion reports, analysing system usage, and supporting compliance or audit requirements. • Strong knowledge of use of Microsoft suite of products (Word, Excel, Teams, Power BI) <p>Desirable</p> <ul style="list-style-type: none"> • Experience supporting course creators and trainers, advising on best practices in LMS tools such as activities, resources, quizzes, gradebook, SCORM packages, and H5P. • Experience collaborating with cross functional teams, including IT operations, instructional design, development teams, and external LMS vendors-functional teams, including IT operations, instructional design, development teams, and external LMS vendors • Experience integrating Moodle with external systems such as CRM or reporting tools. • Previous involvement in educational technology projects or work with other LMS platforms. • Hands on experience of supporting CRM users and resolving technical issues and custom development. • Experience with Evolve, Adobe Captivate, and Articulate Rise 360 for authoring tools | |
| SKILLS & ABILITIES | Identified by |
| <p>Essential</p> <ul style="list-style-type: none"> • Excellent communication skills, with the ability to explain technical issues to non-technical users. • Strong organisational and time management skills, with the ability to manage multiple tasks and deadlines in a fast-paced environment. • Strong troubleshooting, analytical, and problem-solving skills. • Excellent written and verbal communication skills. • Ability to translate business needs into system configurations • Attention to detail and commitment to delivering high-quality solutions • Ability to work under own initiative and as part of a wider team <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of data security best practice for LMS platforms. • Capability to integrate Moodle with external systems and APIs. • Strong documentation skills for technical processes and user guides. | CV/Task Interview |
| KNOWLEDGE | Identified by |

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| <p>Essential</p> <ul style="list-style-type: none"> • Strong understanding of Learning Management Systems architecture, functionality, and administration. • Basic SQL for reporting and data validation • Advanced report configuration and customisation • Understanding of Moodle architecture, functionality, and customisation options and LMS standards (SCORM, xAPI). • Knowledge of PHP and web development technologies (HTML, CSS, JavaScript). • Understanding of database design and optimisation principles. • Knowledge of security best practices for web applications and LMS platforms. <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of API integration and connecting Moodle with external systems. • Understanding of data privacy regulations (e.g. GDPR) and compliance in e-learning environments. • Knowledge of Evolve, Adobe Captivate, and Articulate Rise 360 for authoring tools | <p>Task/ Interview</p> |
| <p>OTHER REQUIREMENTS</p> | |
| <p>Essential</p> <ul style="list-style-type: none"> • Flexibility: Ability to adapt to changing priorities and work on multiple projects simultaneously. • Professional Development: Willingness to stay updated with Moodle releases, new technologies, and e-learning trends. • Data Protection Compliance: Understanding of GDPR and other data privacy regulations relevant to LMS platforms. • Customer Focus: Commitment to providing excellent service and support to internal and external stakeholders. • Security Awareness: Knowledge of cybersecurity principles and practices for safeguarding LMS environments. | <p>Interview</p> |

