

**Virtual and Learning Technology Services Systems Analyst
National Institute for Excellence in Teaching (NIET)**

NIET is seeking a candidate to serve as a Systems Analyst to support all aspects of the organization's Virtual and Learning Technology Services. In addition, this position will support NIET leadership, field staff, and partners with implementing computer technology effectively and efficiently, support the development and monitor the quality of technology services for NIET virtual and learning platforms, as well as support all aspects of NIET work as assigned. This position will be supervised by the Vice President of Virtual and Learning Technology Services.

Under the direction of the Vice President of Virtual and Learning Technology Services duties include, but are not limited to the following:

Technology Operations

- Assist with tagging and uploading content, as well as daily portal maintenance
- Assist in managing and responding to support phone lines and the support inbox to address questions and technical assistance upon request from partners and end users
- Oversee the creation and updating of all user guides, how-to tutorial support documents and recordings, and manuals that align to all virtual and learning technology platforms
- Respond to technology requests (i.e. generating reports, user imports, user exports, data entry, password recovery, troubleshooting videos and/or certification modules) to support NIET leadership and project directors with questions regarding NIET's virtual and learning technology
- Manage level 3 technology requests

Virtual and Learning Technology Services

- Serve as a resource and provide training internally and externally regarding portal contents and functionality
- Maintain location of all face-to-face and virtual trainings to include PowerPoints, trainer's materials, handouts, resources, modules, and compressed videos
- Maintain organization and archive of NIET's Intellectual Property regarding trainings, video capture (new and existing) and platforms' content
- Support new video capture, as well as, manage new video capture postproduction for edits and uploads for trainings and service offerings to all NIET Platforms
- Conduct regular planning and check-in calls with hosting and technology firm

Systems Review

- Research and evaluate new technologies related to virtual and learning technology
- Identify the organizational needs of IT systems based on regular review and maintenance of current NIET technology and service offerings
- Analyze costs and benefits of current and potential technology needs and provide reports and/or presentations upon request
- Review and analyze virtual and learning platforms to identify, update, and/or improve current and new functionality to systems

- Oversee installations of new development and regular maintenance to all NIET training and resource platforms
- Test all platforms and systems in order to provide updates and recommendations based on findings
- Research the hardware and software that are part of the organization's computer systems and how they are being used in order to inform quarterly planning and reporting
- Analyze future innovative service offerings at NIET in order to help identify and match appropriate computer systems to support implementation
- Additional duties as assigned including but not limited to support for National Conferences, Summer Institutes, and supporting NIET School Services events
- Serve as a representative and extension of NIET and the NIET School Services

Minimum Qualifications:

- Bachelor's degree in computer science or education technology (experience in a state or district that has implemented NIET services preferred)
- Understanding of educational technology, including video editing, virtual learning platforms, module creation and functionality, LMS functionality and compatibility, understanding of local and state data systems, and platform back-end operations
- Ability to analyze large amounts of data quickly and efficiently
- Strong internet and electronic skills
- Understanding of web browsers, basic technology framework
- Willingness and ability to work as part of a small team
- Willingness and ability to learn new software programs
- Demonstrated excellent communication and customer service skills, including written and oral
- Strong command of PC and Microsoft Office Suite (e.g. Excel, PowerPoint, Word, Outlook)

Location of position: Remote

For Information:

For interest in positions at the National Institute for Excellence in Teaching, please review our website at www.niet.org for current job vacancies.

To Apply:

Please submit a resume and cover letter to jobs@niet.org.

No phone inquiries please.