

NIET Virtual and Learning Technology Services (VLTS) Support Manager

Location: Remote, AZ

NIET is seeking a candidate to serve as an entry-level support manager for the Virtual and Learning Technology Services team. This position will support all aspects of the NIET Virtual and Learning Technology Services with inbox technical support and content management. Additionally, this job will support all aspects of NIET work as assigned.

Duties include, but are not limited to:

- Serve as the first point of contact for NIET technical support by managing the support phone line and inbox, troubleshooting platform issues, and maintaining service tickets within the help desk system.
- Respond to technology support requests, including report generation, user imports and exports, account administration, data entry, password recovery, and troubleshooting platform functionality, videos, and certification modules.
- Maintain accurate user, district, and platform data to ensure the integrity of system accounts and records.
- Support all phases of NIET video post-production, including quality assurance, editing, closed captioning, transcription, and final content preparation.
- Update NIET's virtual training and registration platforms such as G-Guites and Cvent systems as assigned.
- Perform additional duties and special projects as assigned.

Minimum Qualifications:

- Must reside within 25 miles of Phoenix Valley, AZ
- Bachelor's degree
- Strong customer service, communication, and interpersonal skills
- Proficiency with Microsoft 365 (Excel, PowerPoint, Word, Outlook) and Google Workspace, including Google Analytics
- The ability to learn additional technology systems such as learning management systems and help desk software
- Excellent organizational and time management skills
- Ability to travel
- Exhibit NIET's core values

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 follow the link to submit your [application](#).

No phone inquiries please.