

Learning Technology Coordinator
National Institute for Excellence in Teaching (NIET)

The Learning Technology Coordinator will support all aspects of the NIET Learning Technology Services. In addition, this position will maintain the NIET Video and Training Archive that will host all video assets and training materials. This position will be directed by the Chief Learning Officer and the Director of Learning Technology Services.

Duties Include, But Are Not Limited To:

- Manage and respond to support phone lines and the support inbox, and provide technical assistance for partners and end users
- Serve as a resource internally and externally regarding portal content and functionality
- Address questions in a positive and swift manner allowing an end user immediate access to NIET's Portals or Portal Resources
- 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 learning technology
- Serve as a problem-solver to resolve users' technical issue rapidly and effectively
- Assist with the setup process for schools to receive access to the TAP System Training Portal and Educator Effectiveness Best Practices Portals
- Maintain TSI/Conference Trainings to include PowerPoint, handouts and compressed videos
- Oversee NIET Archive and maintain all IP and materials
- Ensure all documents are formatted with appropriate headers and reformatted to PDFs for upload with citations when necessary
- Assist with setup process for schools to receive access to NIET's Evaluation Data Management Systems
- Provide level 1 technical support and assistance for CODE users
- Provide on-site or WebEx demonstrations of CODE
- Additional duties as assigned including but not limited to support for the National TAP Conference, TAP Summer Institutes, and supporting NIET School Services events

Minimum Qualifications:

- Bachelor's degree in education or education technology (experience in TAP school preferred)
- Excellent communication and customer service skills, including written and oral
- Understanding of educational technology, including videos, modules and platforms
- .NET development experience including experience with Visual Basic
- SQL experience

- Experience with HTML and CSS with attention to maintaining web standards
- Experience with JavaScript and utilizing existing JavaScript frameworks such as Angular.js
- Understanding of web browsers, basic technology framework
- Experience overseeing team members
- Willingness and ability to work as part of a small team
- Willingness and ability to learn new software programs
- Strong command of PC and Microsoft Office Suite (e.g. Excel, PowerPoint, Word, Outlook)

Location of position: Phoenix, Arizona

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.

