

Support Manager
National Institute for Excellence in Teaching (NIET)

Location of position: Remote

Reports to: Senior Manager of Virtual and Learning Technology Services

NIET is seeking a candidate to serve as a support manager for the Virtual and Learning Technology Services team. This position will support all aspects of the NIET Virtual and Learning Technology Services team, the NIET Services team, and NIET partners with support and access to all technology platforms, the NIET Archive, as well as support annual NIET filming capture project planning. Additionally, this job will support all aspects of NIET work as assigned.

Duties Include, But Are Not Limited To:

- Manage both support phone lines and the support inbox addressing questions and technical assistance upon request from both partners, end users, and internal team members ensuring accurate and timely tracking of all inquiries
- Serve as a resource internally and externally regarding portal content and functionality
- Strive to address partners' questions in a positive and swift manner to remedy any situation that is not allowing an end user immediate access to one of NIET's portals or portal resources
- Serve as a problem-solver who strives to resolve users' technical issue rapidly and effectively
- Maintain accurate user and district accounts and support data entry as requested
- Support all aspects of NIET video capture project planning from concept to capture
- 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
- Support the updating of NIET's Archive
- Serve as a representative and extension of NIET and the NIET School Services team
- Additional duties as assigned including but not limited to support for the National Conference, Summer Institutes, and supporting the mission and vision of NIET

Minimum Qualifications:

- Demonstrated excellent communication and customer service skills, including written, oral, and visual communication of information and data sets
- Exhibit NIET's core values
- Detail-oriented and outcomes-driven
- Strong internet and electronic skills
- Strong command of PC, Microsoft Office Suite (e.g. Excel, PowerPoint, Word, Outlook), and Google Suites (including Google Analytics)
- Demonstrate a basic understanding of various hosting infrastructures such as cloud-based and server-based infrastructures
- Understanding of web browsers and basic technology framework
- Willingness and ability to work as part of a small team
- Willingness and ability to learn new software programs

NIET

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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.