

NIET Strategic Projects Manager**Location:** Remote

NIET is seeking a candidate to serve as a support manager for the Strategic Projects division. This position will support departments including all aspects of the NIET Virtual and Learning Technology Services team, NIET virtual and onsite events, special projects, and NIET partners with support and access to all technology platforms, as well as support virtual and onsite training. 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
- 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 annual NIET video capture project planning and postproduction
- 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
- Update NIET's virtual training and registration platforms as needed (such as G-Guites and Cvent systems)
- Support registration development, launch, and monitoring leading up to the event as well as onsite of the event
- Compile needed resources and materials for events, including a schedule of acts for each event
- Update trackers and project plans for active events and assigned projects
- Additional duties as assigned including but not limited to support for the Regional Events, Internal Onsite Meetings, and supporting the mission and vision of NIET

Minimum Qualifications:

- Bachelor's degree
- Technology training and/or certifications aligned to this position
- 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)
- Willingness and ability to work as part of a small team
- Willingness and ability to learn new software programs

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.