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| Job Title | Technology Training Manager |
| PVN ID | LA-2210-005173 |
| Category | Instruction and Social Service |
| Location | LAGUARDIA C. C. |
| Department | Workforce Development |
| Status | Full Time |
| Annual Salary | \$60,000.00 - \$70,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Dec 20, 2022 (Or Until Filled) |

General Description

Overview of Position: Reporting to the Director of Technology Training Initiatives within the division of Adult and Continuing Education, the Technology Training Manager oversees technology workforce training tuition classes, including data analytics, web development and any other future offerings. Also oversees any grants for scholarship programs that interface with tuition programs including the LaGuardia Foundation grant and ACE Upskilling grant scholarship programs. Supports other technology programs in the division with recruitment, enrollment, scheduling, evaluation, assessment, reporting, fundraising and other tasks.

Duties:

- Oversee the delivery of the technology workforce training tuition classes and related grants for scholarship programs.
- Develop and implement strategies to ensure that program outcomes around enrollment, completion, learning, employment, advancement, and student and employer satisfaction are met. Develop method of program assessment and adjust strategies based on feedback.
- Develop and launch new technology programs based on industry and student needs, as well as best practices for workforce development.
- Develop recruitment strategies for tuition classes and related grants for scholarship programs by hosting information sessions, working with LaGuardia's marketing team, and conducting outreach through social media, email and texting.
- Oversee enrollment of students in tuition classes using Xendirect and collect necessary forms for enrollment and outcomes tracking (including Day 1 survey).
- Supervise instructors for tuition courses and potentially a program assistant or educational case manager, dependent on grant funding available. Track instructor hours and approve timesheets; monitor instructor performance and provide feedback as needed.
- Support participants' successful completion of tuition classes by tracking student progress at a high level and coordinating with instructors to provide extra support as needed.
- Maintain positive and effective collaborative relationships with internal and external stakeholders including other departments at LAGCC, other CUNY schools, industry associations, and community-based

partners.

- Act as principal point of contact for participants, instructors and partners of tuition program.
- Manage budgeting, reporting, and compliance to funders for grants for scholarship programs and contracts and internal reporting, standards, and CUNY compliance for tuition programs.
- Develop tuition calculators for new classes, manage and update existing tuition calculators.
- Create and manage program calendar including creating class schedules, instructor schedules, and recruitment and intake schedules.
- Responsible for meeting all deadlines to ensure courses run regularly and smoothly, are reviewed by the curriculum committee, appear in the ACE catalog, and have the necessary textbooks and software. Ensure that students meet enrollment and payment deadlines.
- Engage in continuous quality improvement processes including collecting course evaluations from students and analyzing the results, observing instructors in the classroom and conducting post-program surveys or focus groups with students and/or employers.
- Assist with raising funds to support programs by seeking out new grant opportunities and supporting grant-writing efforts.

Other Duties

- Other duties as needed.

Qualifications

- Bachelor's degree or higher.
- At least three years experience developing, implementing, and assessing workforce development, continuing education or other higher ed training and education programs.
- Stellar project and partnership management skills with a proven track record of managing collaborative projects.
- Organized and attentive to detail; creative and flexible.
- Student-centered, collaborative, and data driven approach to workforce development.
- Experience with the technology sector and/or working with tech programs preferred.
- Proficiency in Microsoft Suite, Google tools, Slack, project management software (e.g., Trello, Asana, Smartsheet), and CRM (e.g., Salesforce, Nutshell, Symplicity) preferred.
- Strong social media communication skills preferred (e.g., Facebook, Instagram, WhatsApp, TikTok, YouTube, Medium).
- Relationships with employers and instructors in the relevant sectors preferred.

Note: Applications without a cover letter will not be considered.