Job Title	Program Manager, Instructional Design
PVN ID	PS-1709-002077
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$65,000.00 - $75,000.00
Hour(s) a Week	35
Closing Date	Nov 20, 2017 (Or Until Filled)

General Description

About the CUNY School of Professional Studies

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

CUNY SPS is recruiting candidates for the role of Program Manager, Instructional Design to support its partnership with the NYC Administration for Children's Services (ACS). In this role, the Program Manager will be involved in the re-design, re-development and piloting of a series of onboarding initiatives for three different target audiences. The new colleague will be responsible for managing project schedules, reviewing and proofing deliverables submitted at various milestones, managing the work of external vendor partners, and managing relationships with a range of stakeholders involved in the process.

Other Duties

Duties and Responsibilities:

Reporting to the Program Director, ACS Onboarding Initiatives, the new colleague will:

- Collaborate with agency colleagues to review existing onboarding programs and related materials, and identify opportunities for enhancement which will engage the new employees effectively and reduce time needed to achieve mastery of their roles;
- Identify opportunities for supervisors to support new employee proficiency, and support the development

of appropriate tools to maximize these opportunities;

- Identify opportunities to make classroom-based learning more activity-oriented, and support the development of appropriate ILT materials to maximize these opportunities;
- Identify opportunities where immersive simulations could effectively achieve mental model shifts, and support the development of appropriate scenarios and scripts to maximize these opportunities;
- Collaborate with Subject Matter Experts on the development of effectively nuanced and calibrated learning materials;
- Manage instructional design and content development vendors in the creation of classroom instruction materials, self-paced online assets, and a range of other materials;
- Work with CUNY SPS colleagues to implement consistent instructional design and content development practices, and revise or edit procedure documents detailing these practices when appropriate;
- Utilize established procedures for tracking project schedule, including kick-off related activities, milestone tracking and close-out activities;
- Coordinate and lead train-the-trainer sessions to prepare SME trainers for pilot delivery;
- Coordinate post-pilot After Action Review processes to identify changes needed in the developed materials, implementation of any changes, and publishing of final materials; and

Other duties as assigned.

Qualifications

Qualifications:

- Bachelor's degree, preferably a Master's degree, in instructional design, organizational development adult learning principles and/or project management;
- A minimum of five (5) - eight (8) years' experience in learning and development including demonstrated experience conducting needs assessments, designing impactful learning experiences, and developing content to meet the identified needs;
- Demonstrated experience identifying performance metrics and developing evaluation tools;
- Strong knowledge of adult learning theory and instructional design methodologies;
- Demonstrated project management experience, PMP certification preferred;
- Experience managing vendor relationships and contracts;
- Demonstrated experience developing and managing quality assurance protocols;
- Platform and virtual training delivery experience, preferred;
- Experience utilizing cloud-based file sharing resources;
- Strong proficiency with Microsoft Word, Excel, Powerpoint required, proficiency with design software (e.g.: Storyline, Articulate, Captivate, etc.) preferred;
- Excellent oral and written communication skills which produce clear and concise materials;
- Experience working on a diverse team, and with diverse constituencies;
- Proven success managing client relationships, preferably onsite;
- Demonstrated ability to define and document business processes;
- Experience working in the public or not-for-profit sector, preferred; and
- Ability to work independently and collaboratively in a fast-paced and complex work environment.

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