



Job Title	eLearning Technical Assistant
PVN ID	PS-2102-003839
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	OCFS Training Technology, Distance Learn
Status	Full Time
Annual Salary	\$35,000.00 - \$45,000.00
Hour(s) a Week	35
Closing Date	Jul 07, 2021 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

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 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 degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2020 Best Online Bachelor's Degree Programs.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

The Training Technology, Distance Learning and Direct Training Services Program provides NYS Office of Children and Family Services (OCFS), local district and provider agency staff state-wide with mandated training topics designed to promote health and safety among children, youth and adults. The primary training

audience includes child welfare and adult protective services caseworkers and supervisors, as well as foster/adoptive parents. On average, this program trains over 25,000 participants a year.

Description:

The successful candidate will join a dedicated and dynamic eLearning development team working in the human services industry. The team uses synchronous and asynchronous learning technologies to create change and efficiencies in human service agencies throughout New York State. Team members have a track record of creating cutting-edge learning experiences and integrating technologies into blended learning solutions.

This full-time position requires working physically on-site at the NYS Office of Children and Family Services Training Center in Albany-Rensselaer, New York approximately 1-2 days per week, with 3-4 days remote.

Post Covid-19 Pandemic, this position will require that the person work on site 5 days a week.

Other Duties

Reporting to the eLearning Instructional Design Manager, the eLearning Technical Assistant will:

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- Provide technical support to end-users (instructors and trainees) of online virtual classroom training software (WebEx) and other computer-based trainings by answering questions or resolving technical problems via telephone or email concerning the use of the system, resetting passwords and related issues.
- Coordinate day-to-day technical assistance activities based on the eLearning Instructional Design Manager's guidance and goals.
- Register trainees and reconcile their attendance records for Webex trainings and other computer-based trainings.
Manage the reservations of WebEx instructional workstations and licenses.
- Provide training and assistance for OCFS trainers utilizing Webex platforms.
- Provide technical and logistical support for large virtual events, including, but not limited to technical coordination and assistance, presenter preparation, and coordinating support for presenters and attendees.
- Assist in the preparation of reports (including monthly, quarterly and annual distance learning course data) and presentations.
- Other duties assigned by supervisor.

Qualifications

- One year of related experience; Associate's degree preferred. Experience supporting web conferencing platform preferred.
- Strong customer service skills required.
- Excellent written and verbal communications skills.
- Proficiency in technology, such as Microsoft Office Suite.