



Job Title	Online System Technical Assistance Specialist-Full Time
PVN ID	VA-2202-004560
Category	Administrative Services
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS

Department

Status	Full Time
Annual Salary	\$36,000.00 - \$40,000.00
Hour(s) a Week	35
Closing Date	May 09, 2023 (Or Until Filled)

General Description

MISSION

Children need to spend their most critical years with dedicated, educated, trained, and well-compensated individuals in order to thrive. The New York Early Childhood Professional Development Institute leads the work to establish and implement an early childhood workforce system to ensure funding, standards and competencies, career development resources, qualifications and credentials, professional development (training and strengths-based coaching), and program quality assurance and improvement for individuals who work with young children throughout New York. Housed at the City University of New York, the Institute is a fast-paced, dynamic public/private partnership that is committed to the early childhood workforce across New York State.

GENERAL DESCRIPTION

The Institute is working with a team of City agencies to support the adoption of a new online attendance tracking system (CAPS Online) for child care programs and providers. The Institute will be training approximately 8,000 programs and providers who serve children with ACS child care vouchers on the new system with a self-guided training and virtual face-to-face webinars. In addition, the Institute will also provide technical assistance on how to use the new tracking system. We are looking for a full-time Technical Assistance Specialist to work with Institute staff and a project team to provide technical support to programs and providers as they transition to the new system. This position will report to the CAPS Online Project Coordinator.

DUTIES AND RESPONSIBILITIES

Technical Assistance

- Provide technical assistance support to child care programs and providers through e-mail and phone
- Assist programs and providers in troubleshooting issues with the system
- Help programs and providers get registered for trainings

- Work with Project Coordinator and Project Associate to identify issues that users are experiencing and create responses
- Conduct outreach to programs and providers to assist with transition from phone/paper-based system to an online system

Other Duties

- Participate in project planning as required
- Attend staff meetings and trainings as required
- Perform special projects and other duties as assigned

Qualifications

Minimum Qualifications

- Associate's degree, with experience or training in a related field.
- At least two to three (2-3) years of related experience in adult education, training, technical support, or administrative roles.
- Demonstrated experience with the customer service skills necessary to effectively and professionally assist programs and providers via phone/email.
- Excellent time management and organizational skills.
- Ability to work independently and collaboratively in a fast-paced and complex work environment.
- Exhibits excellent interpersonal skills, both written and oral.
- Excellent analytical, critical thinking and problem-solving skills with attention to detail.
- Strong data entry skills, with the ability to provide data accuracy, speed and consistency.
- Intermediate to advanced experience in Microsoft Office Suite (Excel and Word required, other programs a plus).
- Knowledge of internet-based software programs: Zoom, Teams, Webex, etc. and various database applications.

Preferred Qualifications

- Bilingual in English and Spanish, or other languages

Physical Requirements

- Due to the COVID-19 pandemic, this position currently is a remote (work-from-home) position. Laptop and personal mobile device will be provided to support working remotely. The location of the position in the future will operate in a professional office environment.
- This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phone, photocopiers, filing cabinets and other presentation materials. While performing these duties, the employee is required to occasionally perform physical activities such as, but not limited to, lifting items (up to 30 pounds), bending, reaching, sitting for prolonged periods of time. Reasonable accommodations will

be made for employees with disabilities or other needs per RFCUNY policies.

How to Apply

Provide a resume and cover letter specifying your qualifications, experience, and interest relevant to this position.

EEO Info

We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identity or expressions, sexual orientation, national origin, genetic information, disability, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer