
Job Title	eLearning Customer Support Specialist
PVN ID	PS-2501-006687
Category	Clerical/Office Services
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Innovative Learning Solutions (ILS)
Status	Full Time
Annual Salary	\$42,000.00 - \$47,000.00
Hour(s) a Week	35
Closing Date	Jun 29, 2025 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

Description:

The New York State Office of Children and Family Services Bureau of Training and Development (OCFS BTD) in Rensselaer, New York seeks a full-time **on-site eLearning Customer Support Specialist** to join our Registration Services and Support Team. This position is funded through a contracted program partnership that CUNY SPS has with OCFS BTD and will work in close cooperation with OCFS BTD to provide help desk technical support for thousands of end users taking online training courses, as well as troubleshoot systems issues and implement enhancements, provide course registration and scheduling support, produce requested

course enrollment reports, and more (see details below).

PLEASE NOTE: This position is physically located on-site at the NYS OCFS Human Services Training Center at 164 Columbia Turnpike, Rensselaer, New York 12144.

Candidates must be authorized to work in the United States. Sponsorship is not available for this position.

Other Duties

Duties and Responsibilities:

Reporting to the Program Coordinator (Registration Services and Support), the *eLearning Customer Support Specialist* will:

- Provide help desk technical support for thousands of end users who take the OCFS Mandated Reporter self-paced online training
- Troubleshoot system issues, as well as assist with system enhancement requests and Mandated Reporter certificate requests/issues
- Schedule and monitor registration for OCFS training courses and events
- Monitor, update and maintain course enrollment data
- Coordinate make-up sessions for learners, upload web-based content, manage wait lists, troubleshoot inquiries, etc.
- Provide training logistical and scheduling reports as needed
- Perform other duties as assigned

Qualifications

Qualifications:

- High School Degree required; Associate's or Bachelor's Degree preferred.
- Strong communication, customer service and organization skills and attention to details.
- Proficiency in Microsoft Office Suite.
- Preferred Qualifications:
 - Experience with registration systems.
 - Experience with providing helpdesk technical support for learning management system (LMS) and eLearning end users.
 - Experience with virtual training platforms (e.g., WebEx, Zoom).

The Research Foundation of the City of New York & Diversity

Diversity is a core value at the Office of Innovative Learning Solutions (ILS) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

