

Job Title	eLearning Instructional Design Manager
PVN ID	PS-2507-006924
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Office of Innovative Learning Solutions-
Status	Full Time
Annual Salary	\$80,000.00 - \$90,000.00
Hour(s) a Week	35
Closing Date	Sep 16, 2025 (Or Until Filled)

General Description

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 Instructional Design Manager to lead the work of the eLearning Unit. 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 support the sponsor's statewide training agenda and BTD priorities. This position will be responsible for managing the design, development, delivery and administration of online learning programs to thousands of OCFS employees and non-profit provider agency staff statewide. This position is fully on-site with the possibility of 50% telework.

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

Reporting to the Program Director, the eLearning Instructional Design Manager will:

- Provide overall management of the development and delivery of online learning deliverables.
- Liaise directly with the Director of OCFS BTD's Instructional Design Division regarding the eLearning Unit's role in each online learning course and product deliverable, establishing clear guidelines, work plans and timelines for deliverables.
- Provide quality assurance reviews (including accessibility) of all asynchronous and synchronous online learning products (including those produced by vendors, as needed), as well as ensure proper testing protocols are in place and followed prior to the delivery of all new online learning products.
- Provide critical input and feedback to staff on the design of online learning modules (CBTs) and virtual classroom (WebEx) products. Stay abreast of cutting-edge learning design elements and technologies in order to advise on and incorporate them into the eLearning Unit's products.
- Manage and supervise the work of the eLearning Instructors and Developers, and eLearning Technical Assistant, meeting on a weekly basis.
- Oversee and delegate the tasks related to ongoing maintenance of CBTs to appropriate staff members.
- Assist in the recruitment and onboarding of all new eLearning Unit staff.
- Develop communication standards and templates for registration and other announcements related to online learning deliverables in the agency's learning management system (Human Services Learning Center).
- Make recommendations to the OCFS Director of Instructional Design regarding possible changes to existing online learning courses and products based on online learning course enrollment, evaluation, and resource usage trends data.
- Manage the development and delivery of OCFS BTD training program needs assessment surveys (using Qualtrics).
- Submit interim and final contract reports as directed.
- Perform other duties as assigned.

Qualifications

- Master's degree in e-learning design and implementation or related field, plus at least three years (five preferred) of project related experience
- Excellent written and verbal communications skills
- Proficient in the following software: Storyline, Camtasia, Photoshop, Audacity and Microsoft Office Suite
- Demonstrated strong ability to effectively manage e-learning projects and supervise staff
- Attention to detail and quality assurance, including accessibility
- Ability to effectively manage relationships with internal agency stakeholders

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.