
Job Title	Online Systems Support Project Coordinator
PVN ID	VA-2403-006210
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS

Department

Status	Full Time
Annual Salary	\$65,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Apr 30, 2024 (Or Until Filled)

General Description

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 Online Systems Support Project Coordinator oversees CAPS Online, a team of trainers and technical assistance specialists to provide trainings, and technical assistance to childcare providers. This role will update training materials as the system's functionality develops, craft and manage communications with project partners and system users, and ensure deliverables are met on time, and on budget. This position reports to the Director of Operations and Special Projects and collaborates regularly with agency partners, including ACS.

DUTIES AND RESPONSIBILITIES

Project Coordination

- Lead the day-to-day work the CAPS Online team, working with trainers, technical assistance specialists, and senior management
- Oversee technical training, system development, and helpdesk workflow
- Coordinate system testing with end users for new functionality and provide feedback to agency partners

Technical Assistance

- Supervise a staff of technical support specialists who provide technical assistance to system users via phone and email
- Perform quality assurance tasks on technical assistance provided and share with staff
- Identify emerging issues and share back with agency partners; help to develop immediate and long-term solutions

Training Development and Implementation

- Supervise a training team that provides online trainings for child care programs and providers to use CAPS Online
- Develop trainings for child care programs, providers, and agency staff as new system functionality is developed and launched
- Work with trainers and project staff to keep training materials up-to-date and to develop new training materials (manuals, quick guides, short videos, etc.) as needed

Communications

- Create and disseminate regular communications via email to system users, based on needs identified from training and technical assistance feedback, as well as from ACS communications
- Support ACS staff with content for ACS communications regarding CAPS Online
- Coordinate phone outreach efforts with technical support staff
- Work with the web and database team to provide content for the website and training registration system

Other Duties

- Attend staff meetings and trainings as required
- Perform special projects and other duties as assigned

Qualifications

Minimum Qualifications

- Bachelor's degree in humanities, social sciences or other related field
- Relevant experience in the early childhood education sector
- Customer service experience and/or training, including professional development
- 3+ years project coordination, including developing work plans, deadlines, and deliverables
- Experience developing trainings for adult learners on adopting new web-based technologies and systems, especially with an audience that has a range of comfort with technology
- Excellent communication skills with the ability to summarize complex issues for different audiences
- Strong ability to use technology, including Microsoft 365

Preferred Qualifications

- Experience with creating communications materials for the adoption of new technologies and online systems

- Zendesk or similar communications platform competency
- Graduate level work in early childhood education

Physical Requirements

- This position is currently hybrid. A laptop may be provided if needed to support working remotely. This role routinely uses standard office equipment such as personal computers, laptops, tablets, smart phones, photocopiers, filing cabinets and presentation equipment.
- While performing these duties, the employee is required to perform physical activities such as, but not limited to, lifting items (up to 20 pounds), bending, reaching, and 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.