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| Job Title | Educational Technology Specialist |
| PVN ID | VA-2510-007056 |
| Category | Managerial and Professional |
| Location | OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS |
| Department | Office of Careers & Industry Partnership |
| Status | Full Time |
| Annual Salary | \$95,000.00 - \$95,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Dec 03, 2025 (Or Until Filled) |

General Description

Guided by CUNY's seven-year strategic plan, CUNY Lifting NY, the CUNY Office of Careers & Industry Partnerships (OCIP) develops and implements partnerships, investments, strategies, and policies that are designed to increase the career success of degree and nondegree students alike.

OCIP is working with all undergraduate colleges to launch CUNY Beyond, a new transformational approach to integrating career connections into every aspect of an undergrad's journey. CUNY is committed to ensuring that more students graduating with their degrees can quickly launch careers of their choosing with competitive salaries.

With career information, resources, and exposure throughout their college experience, students will be able to:

- Identify and explore careers aligned with interests early in their educational pathway
- Understand what it takes to successfully attain those careers
- Acquire required skills both critical and professional
- Demonstrate proficiency through applied experience
- Connect to first role/promotion through proactive employer engagement

CUNY is seeking an Educational Technology Specialist to support campus teams in developing a unified approach for tracking and measuring the completion of career milestones across both existing and newly developed career-infused degree maps. This initiative will utilize the educational technology platform EAB Navigate, with a particular focus on its new Journeys feature. The specialist will also provide technical support for the setup of, automation of, and tracking of student activities within educational technology tools.

This is a newly created role and reports to the Senior Advisor for Academic and Career Integration.

Other Duties

Strategic Development and Implementation

- Create a university-wide strategy for displaying and tracking career milestone completion
- Lead and participate in working groups, workshops, and meetings made up of college administrators, faculty, advisors, senior leadership, and other key stakeholders
- Develop, launch, and support pilots, ensuring functionality, capturing lessons learned, and addressing college-specific challenges
- Establish standards and best practices for consistent use of ed tech across all campuses
- Guide the integration of ed tech across campuses by facilitating discussions on buildout, automation, and reporting features
- Develop recommendations for tool enhancements, process improvements, and policy changes
- Analyze and track adoption and effectiveness of technology and recommend enhancements to improve usability, efficiency, and impact
- Liaise with CUNY central leadership to ensure alignment with university-wide policies and strategies for career-integrated advising
- Create milestones, plans, processes, landscape maps, and other program management tools
- Write reports and give presentations on progress, challenges, and new developments that advance the goals of CUNY Beyond

Technical Leadership and Standardization of Tool Usage

- Serve as the central technical expert for EAB Navigate Journeys and other technological tools at CUNY. Thoroughly understand the tool, its functionality, and its limitations
- Collaborate with other cross-functional teams to ensure technical alignment
- Develop university-wide training materials and provide training to key tool builders, university leaders, and users
- Provide consultation and guidance to colleges
- Manage integration with other software and systems used by advisement and career services teams on campuses
- Collaborate with other CUNY Central teams to ensure alignment with university-wide initiatives and report regularly on progress
- Monitor system performance, troubleshoot issues, and coordinate with vendors to resolve technical concerns
- Maintain documentation of processes, workflows, and system configurations to ensure consistency and knowledge sharing
- Analyze data to identify trends, gaps, and opportunities to strengthen student engagement and career milestone achievement
- Partner with other staff to consolidate data and develop visualizations to represent that data

Others

- Collaborate closely with a small team to accomplish goals
- Perform special projects and other duties as assigned
- May supervise and coach staff to ensure productivity and goal alignment

Qualifications

- Bachelor's Degree
- 4+ years of experience managing the early implementation of educational technology tools, including developing standardized practices, automating processes, configuring system buildouts, and tracking and reporting data
- Ability to independently facilitate working groups, workshops, and meetings
- 2+ years of experience managing project deadlines, progress reports, and updates
- Fluency with databases and data visualization tools
- Ability to communicate effectively with diverse stakeholders and collaborators, while being able to address a variety of challenges that may arise
- Ability to navigate CUNY Central and outside support to gain a strong command of the tool and be able to act as a technical expert
- Creative, entrepreneurial, and resourceful
- Ability to evaluate progress, recommend changes, and quickly pivot
- Outstanding written and verbal communication skills, with the ability to convey technical concepts clearly
- Commitment to continuous improvement and collaborative problem-solving
- Ability to translate technical requirements into functional processes

Preferred Qualifications:

- Experience in post-secondary education and/or social services is preferred but not required
- Experience with EAB Navigate a plus
- Prior understanding of CUNY Central and campus dynamics helpful but not essential
- Experience with career and workforce development

Work Environment and Physical Requirements:

- This position is based at CUNY's Manhattan office and follows a hybrid work schedule: 70% in-person (7 days) and 30% remote (3 days) during each two-week payroll cycle
- A laptop and other necessary equipment may be provided to support remote work
- While performing these duties, the employee may be required to:
 - Sit for extended periods
 - Use a computer and other office equipment
 - Occasionally lift or move items up to 20 pounds
- Reasonable accommodations will be provided to individuals with disabilities or other needs in accordance with RFCUNY policies and applicable laws
- Ability to travel to other CUNY sites as needed

This is a grant-funded position until December 31, 2026 with the possibility of extension.