

Employment Opportunity

The Management Council of the Ohio Education Computer Network

Seeks: Instruction and Education Training Analyst

Effective: May 10, 2019

Application Deadline: May 20, 2019 at 5:00 pm

The Management Council of the Ohio Education Computer Network seeks an innovative and enthusiastic individual to join our Customer Service and Support Team. The Customer Service and Support Team provides training, technical assistance and support for programs of the Management Council.

A successful candidate will deliver both on-site and online professional development and will develop training materials and customer resources. Other assignments include collaborating with Management Council partner agencies as well as working with internal teams.

Desired Qualifications:

- A minimum of a bachelor's degree in Early Childhood Education or an equivalent field
- A minimum of three years of experience and working knowledge in professional development design and delivery
- Experiences in Ohio's education system structures including Step Up To Quality
- Experiences in early childhood assessments and online systems
- Applicants are expected to describe, document or demonstrate:
 - strong problem solving and critical thinking skills
 - excellent organization and time management skills
 - ability to work independently and collaboratively with team members
 - excellent writing, communication and public presentation skills

The successful candidate will be required to travel throughout Ohio and work periodically in the Columbus area. This full-time position (261 days) has a proposed salary range of \$60,000 to \$75,000 per year along with an excellent benefits package.

The position description is below and is available on [www.mcoecn.org careers site](http://www.mcoecn.org/careers) while this opportunity is open. Interested professionals should submit a cover letter and current resume by the posting deadline to: Greg Buddelmeyer (HR@managementcouncil.org).

The Management Council reserves the right to not fill or to repost the position if a successful candidate is not selected. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, military status, ancestry, genetic information or any other legally protected category in its employment decisions.

About the Management Council and the Ohio Education Computer Network

Ohio's Information Technology Centers (ITCs) work together through a statewide network known as the Ohio Education Computer Network (OECN). The Management Council represents and supports the collaborative efforts of the OECN, which implements a broad spectrum of academic and administrative technologies across Ohio's PreK-12 education system. While the ITCs and the Management Council are the key components of the OECN, other organizations collaborate in the OECN, including the Ohio Department of Education and OARnet. Ohio district and school customers are the primary beneficiaries of the system of services and support from organizations of the OECN.

Job Description
Instruction and Education Training Analyst
Management Council of Ohio Education Computing Network

Reports to: Director of Customer Services and Support of the Management Council.

Overview: Provide analysis, guidance, training, expert advice and outcomes for Management Council customers and partners in specialized areas of education, educational professional development, technical assistance, and statewide educational programs. Provide support to Management Council leadership and program managers for opportunities to expand educational consulting services. Produce and deliver effective training products and technical assistance resources for customers and internal program support teams.

Specific Duties:

1. Perform as a reliable and effective member of the customer services and support team.
2. Conduct all work in a professional manner through excellent interpersonal skills, effective communication, courteous manners, a positive attitude, and cooperative demeanor.
3. Build and maintain strong partnerships with internal peers and the Ohio Department of Education.
4. Determine customer requirements and create effective solutions.
5. Work with external partners such as the Ohio Department of Education to define, deliver and manage solutions.
6. Develop and maintain customer interfaces for self-serve resources and solutions.
7. Develop, deliver and evaluate training for internal and external customers.
8. Serve as subject matter expert for educational-specific practices that deliver effective training and technical assistance that meet stated customer outcomes.
9. Balance on-going workload and effectively manage multiple tasks. Work as part of the team, rotating assignments as necessary. Provide after-hours and weekend support as necessary.
10. Participate in on-going professional development as stipulated by the Management Council.
11. Remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with the Management Council.
12. Demonstrate professional ethical behavior and serve as an appropriate representative of the Management Council. Adhere to all the rules and regulations of the Management Council and the State of Ohio.
13. Perform such other relevant duties as may be assigned by the Director of Customer Services and Support.

Typical Performance Measures:

1. Performance of job duties in a consistently high manner.
2. Active participation in team meetings, professional development, and other collaborative activities.
3. Demonstrated willingness to provide skills, expertise, and experience in support of team members and Management Council staff.
4. Volunteers to lead or serve on projects of the Management Council or ITCs.
5. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
6. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualifications:

1. Minimum of a bachelor's degree in education or related field of study. An advanced degree is preferred.
2. Minimum of five years practical experience in education support and/or classroom teaching in Ohio's K-12 system.
3. Excellent written and oral communication skills.
4. Experience and documented evidence of large group presentations both in person and online.
5. Skills and practical experience in developing training materials.
6. Skills and practical experience in analytical evaluation of educational program progress and success.
7. Ability to work with minimal supervision and be highly motivated and eager to learn.
8. Ability to drive and travel throughout Ohio.

Position Status:

1. This has been determined to be an exempt position under the Fair Labor Standards Act.
2. This is a 12-month position and is evaluated annually.