

Associate Director - Technology and Education Support

Position Summary: Provide IT support, reporting & database services, website & marketing support, help desk services, and assist with all projects with an information and/or technology focus; and assist with development and support of synchronous and asynchronous online educational programming.

Technology

- Maintain databases for technology contacts
- Coordinate and support video (Zoom, Blue Jeans, and/or Skype) and audio conferences
- Troubleshoot and assist with laptops, LCDs, etc. for staff and speakers
- Work closely with contracted IT support team
- Ensure that all equipment is functioning properly (including computers, fax machines, printers, phones and other items) and coordinate repairs when needed
- Review and ensure that information on the website and intranet is current and accurate
- Provide support for Microsoft products including: Word, Excel, Access, PowerPoint, Publisher, and SharePoint
- Provide technical support for hardware as experience/knowledge allows – coordinate with contracted IT support team when issues require management outside skill set
- Provide technical support for software as skill set allows – coordinate with contracted IT support team when issues require management outside skill set
- Support live-streamed educational programming

Education

- Assist with the development and provision of synchronous and asynchronous online offerings
- Assist with learning management system (Docebo) and online event marketing
- Assist with data collection and display using Tableau and audience response systems such as Poll Everywhere
- Assist with building a targeted marketing plan

Administration

- Produce professional quality reports, presentations, and briefs when needed
- Develop and carry out an efficient documentation and filing system for both paper and electronic records
- Manage all social media marketing
- Assist with website design/maintenance
- Assist with development and distribution of organization's newsletter

Preferred Education and Experience:

- Degree in Business Administration, IT, Marketing, or related field
- Two years' experience or equivalent
- Valid NC Driver's License
- Ability to manage confident and sensitive information appropriately
- Should be well organized, self-directed and independent; have the ability to interact with staff, faculty, and the public
- Must be able to manage multiple responsibilities and meet deadlines
- Experience in health care or education setting, planning, development, and implementation of continuing education and workshops is a plus