

**Manager: Distance Learning & Educational Services
West Virginia Network (WVNET) – Morgantown, WV 26505**

Date Posted June 14, 2018
Type Administrative
Salary \$85-90,000
Employment Type Full-time
Anticipated Start Date: August 15, 2018

WVNET is the West Virginia Network, a dynamic service organization providing telecommunications and computing services within West Virginia. WVNET was created in 1975 to provide centralized computing facilities and wide-area network communications linking its "central site" computing resources in Morgantown with the campus computing systems at most of the colleges and universities throughout the state. Since then, we have grown to include PK-12 schools, government, and non-profit agencies as well. It is our highest priority to provide high quality services with an understanding and informative Help Desk.

From co-location to cloud computing and disaster recovery services, West Virginia Network (WVNET)'s secure, robust Morgantown Data Center combines the efficiency of partnering with a single provider with deep technical expertise and a broad portfolio of services.

Our driving principles are to:

- Enhance West Virginia's access to national networks such as Internet2.
- Reduce the cost of technology through aggregate purchasing. On behalf of our clients, WVNET negotiates volume purchase prices for software, hardware and network services.
- Provide high levels of data security.

POSITION OVERVIEW

RESPONSIBILITIES

The Distance Learning and Educational Services Manager will be directly responsible for managing teams whose initiatives include Blackboard Learn 9 GUI Administrations, Banner Functional/User Interfaces, Conferences, Distance Learning, Web Services, Educational Services, Application Development, Data Analytics and Web Interfaces, DegreeWorks, URcast Caching, and other educational services special projects. The incumbent will also be responsible for working with the teams to develop marketing plans for all products and services and implementing procedures that ensure excellence in customer service, and other duties as assigned by the Deputy Director, and/or Director of WVNET. The incumbent will answer directly to the Deputy Director.

The DLES Manager will:

- Establish a compelling mission and vision for the Distance Learning and Educational Services Department that embraces WVNET's vision, mission, and goals.
- Incorporate experiential learning, career and professional development, entrepreneurship, and leadership development into a departmental strategic plan; develop and cultivate deep relationships with WVNET's customer base and user groups.
- Provide leadership and mentoring to the DLES staff to deliver professional development plans that meet the evolving needs of distance learning and educational services.
- Develop and implement comprehensive marketing and communication strategies that increase awareness of and engagement with WVNET products, particularly programs and services under the umbrella of distance learning and educational services.
- Establish mutually beneficial partnerships with local, county, and state government, and community organizations; leverage relationships for internship and engagement opportunities.
- Evaluate the fiscal needs of the DLES Department; prepare, manage, and administer the operational budget, as well as the special program budgets; identify needs and work across the department to fund important professional development-related initiatives.
- Evaluate and fully implement technologies that provide state-of-the art software programs for students, faculty, and staff at participating institutions as well as departmental staff.

REQUIREMENTS

- Minimum A.B.D. with 10 years related experience (Ph. D. with commensurate experience preferred)
- Evidence of exceptional ability to lead and manage diverse teams, especially in terms of establishing and implementing a shared, innovative vision and strategies for achievement
- Outstanding communication and interpersonal skills, including a demonstrated ability to establish and nurture relationships with external and internal constituents at the most senior level
- Proven project management and change management skills with record of achieving results across a broad range of distance learning and educational services
- A consummate collaborator, with a results-oriented mindset
- Strong analytical and conceptual problem-solving skills, with experience in using analysis to develop strategies and drive change within the department
- Experience in mentoring staff, creating effective teams, and ensuring accountability of actions
- Well-developed fiscal and budget management skills
- Demonstrated commitment to fostering an inclusive environment for members of WVNET's staff

PREFERRED QUALIFICATIONS

- Doctoral degree
- 10+ years of combined, progressive experience in technology, distance learning, and educational services
- Experience with Quality Matters best practices in distance learning and educational services
- Excellent working knowledge of Family Educational Rights and Privacy Act (FERPA), Children’s Online Privacy Protection Rule (COPPA), Children’s Internet Protection Act (CIPA), Americans with Disabilities Act (ADA), and Cyber-Security as they relate to distance learning and educational services
- Good working knowledge of Statewide Longitudinal Education Data System (P-20) and education policies in the state of WV
- Capacity to articulate the breadth and value of all WVNET’s services
- Knowledge of software/web development life-cycle
- Demonstrated ability to prospect and develop new clients for distance learning and educational services

HOW TO APPLY

Applications should include a cover letter that addresses the leadership agenda outlined in the prospectus; résumé; and the names, telephone numbers, and email addresses of three professional references.

- To apply, interested candidates should email applications to:
 - recruiting@mail.wvnet.edu
 - Subject line: “DLES Manager”
 - Cover Letter, Resume, and References should be in one document file (.doc, .docx, or .pdf).
- Position will remain open until filled.

WVNET

Founded in 1975, WVNET operates one of America's longest-running education & research networks and is a trusted network provider in West Virginia.