



Position Title: Program & Technology Specialist

Date: September 1, 2023

Program & Technology Specialist Job Description

CASAS is a nonprofit organization whose employees make significant contributions in support of adult education and workforce development programs around the world – from local programs to national-level initiatives. We celebrated our 40-year anniversary in 2020 and are continuing our focus on the development and support of competency and standards-based approaches to program design and delivery. Our aligned assessments and integrated data systems are designed to inform instruction and improve programs for all instructional levels, from beginning literacy through transition to postsecondary education and training. Comprehensive data and reports help guide youth and adult learners in meeting their educational goals in the areas of work, family, and community/civic participation. Agencies rely on the data for program placement, targeting instruction, monitoring learner progress, and certifying milestones, benchmarks, and completion of instructional levels and programs.

Responsibilities/Duties

Under the supervision and general direction of the Program Development Manager, the **Program and Technology Specialist** collaborates with key internal and external stakeholders to assist with requirement gathering, analysis and interface design for Tops Enterprise (TE), and CASAS eTests to develop and maintain training materials and other public facing communications which facilitate and promote improved user interface. The Program & Technology Specialist also serves as a key resource for how to use Tops Enterprise reports, and the teacher/student portals, for program improvement.

- Develop, and maintain TE and CASAS eTests training and technical assistance materials including: 1) Annotated TE release notes, 2) TE training for new users, 3) Training and presentation materials including power points, help docs, and videos.
- Serve as liaison between programmers, Tech Support and Training teams; attend TE Networking Meetings, and TE Monitoring Meetings.
- Convene and collaborate with external stakeholders, including the Power User Group (PUG) advisory committee, to facilitate continuous improvement efforts and responsiveness to requests from TE and CASAS eTest users in the field.
- Facilitate focus groups, pilots and product testing for new TE products and services.
- Assist in the development and implementation of a national TE marketing strategy to include the benefits of upgrading from TE Basic to TE Enhanced and teacher/student portals.
- Assist the CASAS marketing team in national sales efforts in implementing the CASAS Assessment system with new and existing customers nationally.
- Provide a variety of CASAS training via online-hosted webinars, face-to-face training, and meetings including regional, state and national conferences. (Some travel required)
- Serve as a member of the national customer care team to support state and local education and workforce leaders in implementing the CASAS system at their agency; refer program staff to available training, technical assistance, and print and online resources.
- Maintain agency contact log documenting contacts with the field, indicating date and time of contact, nature of issues or questions discussed, agency needs, and action items or outcomes, as appropriate.
- Perform other duties as assigned as they relate to CASAS priorities.



Required Qualifications:

Four-year college degree from an accredited college or university.

Experience designing and delivering professional development, training and technical assistance online and in-person.

Ability to travel to conferences as needed.

Desired Qualifications:

Experience teaching adult learners in ESL, ABE, ASE or CTE programs.

Experience coordinating adult education programs.

Experience using CASAS assessments, eTests or TE as a field practitioner.

Related graduate study or work experience in gathering software business requirements, interface design and analysis.

Key Skills and Abilities:

- Strong communication skills and the ability to interact with clients using both technical and non-technical terms.
- Ability to interpret and apply administrative and technical policies and procedures.
- Strong organizational and problem-solving skills.
- Ability to prioritize multiple demands, work on multiple projects at the same time, and meet tight deadlines.
- Excellent oral, and written communication and presentation skills.
- Ability to work collaboratively in a team environment.
- Reliable and dependable with a strong work ethic.
- Thorough knowledge of Microsoft Office Suite and virtual training tools such as Zoom.

Hybrid or virtual work options available.

Excellent health benefits covering medical, dental, vision.

Employer contribution to 403(b) retirement plan.

Generous vacation and sick leave benefits.

Salary is commensurate with education and experience.

Submit resume to apply@casas.org

The above statements reflect the general duties/responsibilities necessary to identify the type and level of the position and are not intended to set forth all the specific requirements of the position. CASAS is an at will employer and as such reserves the right to revise or change job duties and responsibilities as the need arises and the employee/employer relationship may be terminated by either party at any time with or without cause. This position summary does not constitute a written or implied contract of employment.

Posted on August 31, 2023.