System Implementation Specialist (Temporary Position)

The System Implementation Specialist serves in a strategic capacity to support the Chief Digital Officer in designing a digital ecosystem that comprises reusable components to rapidly respond to strategic initiatives, release new offerings and meet member needs.

This is a temporary position that will last through July 31, 2022. This position is full-time and may be remote or local to Washington, DC. This position is conditional upon funding of a Substance Abuse and Mental Health Services Administration (SAMHSA) State Opioid Response grant to the American Association of Addiction Psychiatry (AAAP). PAEA is partnering with AAAP to achieve its aim to support the creation and distribution of a standardized substance use disorder (SUD) curriculum.

The success of this position rests upon building and maintaining relationships, communicating effectively across the entire organization and "humanizing" highly technical systems to increase relatability and drive user adoption. The specialist recognizes the importance of the interplay between data, business processes and systems to ensure data flow and integration at a holistic level to help drive strategic priorities. For example, as the organization's digital transformation progresses it will be increasingly important to be cognizant of the relationships between digital asset management, content management, learning management system, learning experience platform and digital platform (Salesforce).

Essential Duties and Responsibilities:

- Organization-wide initiatives

    o Create scalable, sustainable solutions that support the strategic goals of the organization

    o Apply systems thinking to evaluate current/emerging technology capabilities to support the business function and recommend solutions

    o Develop business case/cost justification, scoping, schedule, resource, and timelines for selected initiatives

    o Ensure all initiatives comply with accessibility (ADA), security and legal requirements

    o Identify opportunities to consolidate, upgrade or outsource existing technology platform(s) to improve processes and reduce costs

- User/learner experience

  - Make the connection between the systems and the people to make it relatable, drive user adoption both internally and externally

  - Utilize the principles of universal design to ensure seamless user experience

  - Partner with UX & Systems Designer to ensure integration between systems including APIs and appropriate reporting

  - Partner with UX & Systems Designer to design and execute proof-of-concepts to validate new/emerging capabilities relative to business need

- Systems Management

  - Act as the primary system administrator for the organization's Learning Management System

  - Work alongside the LMS Vendor and the PAEA digital team to design and maintain a learning platform that is easily navigable and reflects PAEA's branding.

  - Map out and communicate processes to ensure consistent user account creation, calendar management, content adoption, reporting, etc.

  - Troubleshoot technical issues with vendor-based admins, addressing relevant issues or pain points.

  - Support cycles of implementation for a new Learning Management System including:

  - Identify and develop supporting processes for user account creation & enrollment.

  - Work with key stakeholders (internal staff and contracted vendor staff) to identify reporting needs, build reports, and train key stakeholders to pull reports.

  - Oversee and manage testing the platform to identify bugs in data migration and e-learning content functionality.

  - Oversee and manage initial and ongoing training for key stakeholders across business units.

  - Oversee content management and digital asset management systems

PAEA

Requirements:

- Education – Masters in Adult Education/Higher Education/Instructional Design

- Demonstrated track record of successful accomplishments – Over 10 years required.

- Experience with CRM, preferably Salesforce

- Experience working with Learning Management Systems

- Experience contributing to the architecture and design (architecture, design patterns, reliability and scaling) of new and current systems

- Ability to develop, implement and interpret data analytics to inform decisions

- Ability to collaborate across all business functions

- Experience using a systems thinking approach

Capabilities:

- Strong communication skills