

Education Services Manager

FLSA Status	Exempt
Reports to:	Chief Membership Officer
Supervises:	N/A
Workplace:	Remote; residence in New York State required
Annual Salary Range:	\$85,000 – \$95,000

JOB SUMMARY

The Education Services Manager manages the day-to-day development and delivery of Nysernet's education services portfolio as a strategic service line and a key driver of member value, community engagement, and sustainable growth. Reporting to the Chief Membership Officer, this role translates member and market needs and organizational priorities into an actionable learning roadmap; manages curriculum, content, partnerships, and delivery across formats; and uses data to improve learner outcomes, member value, and financial performance.

KEY RESPONSIBILITIES

Education Portfolio Planning and Management

- Implement and help refine Nysernet's education services strategy, supporting education as a core service line that advances the organization's mission, strengthens member value, and serves eligible nonmember learners.
- Maintain and execute a multi-year education portfolio roadmap developed with the Chief Membership Officer and aligned with Nysernet's strategic priorities, membership model, services, and the evolving needs of the research and education community.
- Recommend target audiences, member and nonmember value propositions, learning pathways, delivery models, pricing approaches, professional development credit options, and success measures for each offering.
- Assess and recommend new program and service opportunities using member demand, mission alignment, differentiation, resource requirements, financial sustainability, and expected impact.

Member Insight and Market Development

- Segment audiences across IT, cybersecurity, technology leadership, and institutional roles, and translate insights into prioritized learner personas, use cases, curriculum requirements, and delivery preferences.
- Monitor trends in research and education, technology, cybersecurity, workforce development, and adult learning to keep the portfolio relevant and forward-looking.

- Validate concepts with members and internal stakeholders before significant investment, and use pilots to test demand, format, pricing, and outcomes.
- Partner with Membership and Marketing to execute clear go-to-market plans, enrollment strategies, and communications for members and eligible nonmembers.

Curriculum and Content Development

- Manage the full content lifecycle from learning objectives and instructional design through production, quality review, launch, maintenance, and retirement.
- Develop and maintain a scalable educational architecture, content standards, reusable templates, calendar, and review process across courses, workshops, webinars, conferences, toolkits, guides, and on-demand resources.
- Partner with subject-matter experts, members, instructors, and external partners to translate complex topics into practical, engaging learning experiences.
- Ensure content is accurate, current, inclusive, accessible, and appropriate for varied roles, institution types, and levels of expertise.

Program Delivery and Learner Experience

- Manage the annual education calendar and coordinate consistent delivery across in-person, virtual, hybrid, cohort-based, and on-demand formats.
- Manage education programming for Nysernet conferences and events, including program design, speaker coordination, logistics, budget, and evaluation, in partnership with Membership and Marketing.
- Create repeatable operating playbooks for program planning, content production, registration, delivery, quality assurance, and evaluation.
- Recruit and manage instructors, facilitators, speakers, and content partners, setting clear expectations and quality standards.

Partnerships and Business Operations

- Partner closely with the Membership team and other Nysernet service owners to identify education opportunities and translate member needs into relevant curricula, learning pathways, and programs.
- Manage day-to-day education partnerships, vendor relationships, and partner-delivered training and certification programs, ensuring strong educational quality, favorable economics, and a consistent Nysernet learner experience.
- Administer education budgets, registration processes, learning platforms, and operational workflows; support contract development and recommend pricing in collaboration with the Chief Membership Officer, Finance, Membership, Marketing, and other internal teams.

- Coordinate education offerings with membership tiers, professional development credits, and member discounts, and recommend appropriate access and pricing for nonmembers.

Measurement, Growth, and Continuous Improvement:

- Maintain and improve the performance framework for education services, including reach, participation, completion, satisfaction, learning gains, application, member impact, repeat engagement, and financial performance.
- Build dashboards and regular reporting that support portfolio decisions and provide clear updates to the Chief Membership Officer and organizational leadership.
- Collaborate across membership, marketing, network engineering, cybersecurity, research, finance, and leadership to connect education with Nysernet services, member needs, and organizational priorities.

QUALIFICATIONS

- Bachelor's degree in education, instructional design, learning and development, product management, business, or a related field preferred; equivalent professional experience welcomed.
- Five or more years of progressively responsible experience developing and managing education, training, professional learning, or knowledge products, including responsibility for programs, budgets, vendors, and cross-functional coordination.
- Demonstrated success managing education programs from audience insight and roadmap execution through launch, delivery, measurement, and continuous improvement.
- Strong knowledge of adult learning, instructional design, curriculum development, content production, and facilitation across live, virtual, hybrid, and on-demand formats.
- Ability to translate complex technical concepts into clear, practical learning experiences for diverse audiences.
- Strong product, program, and project management skills, including prioritization, budgeting, resource planning, vendor management, and data-informed decision-making.
- Excellent written communication, presentation, facilitation, relationship-building, and cross-functional collaboration skills.
- Familiarity with learning platforms, virtual delivery tools, content management systems, analytics, and accessible digital-content practices.
- Experience serving research and education, nonprofit, association, or other mission-driven technology communities preferred.

WORKING CONDITIONS

- Remote position; residence in New York State is required to support timely travel to meetings, member offices, and community events throughout New York State and adjacent states.
- Approximately 10–20% travel, including overnight travel, with occasional evening and weekend work.

For forty years, Nysernet has been a trailblazer in research networking, empowering colleges, universities, K–12 schools, Regional Information Centers (RICs), BOCES, museums, healthcare facilities, and research institutions with next-generation internet services. As a member-governed organization, we provide high-speed connectivity, strategic cybersecurity solutions, collaborative opportunities, and tailored support to drive research, education, and operational excellence.

Our robust fiber-optic network delivers gigabit speeds and secure, cutting-edge technology solutions, while our growing cybersecurity program safeguards data and critical infrastructure. We support digital learning and equitable access to technology, simplifying network management for more effective operations. Through specialized training programs, workshops, and learning opportunities, we empower our members with the latest technologies and best practices.

Nysernet fosters a thriving community of higher education, primary and secondary schools, museums and other nonprofits who serve others by facilitating knowledge-sharing and collaboration. Our dedicated networking solutions support the demands of research and academic institutions, while expert consultation and technical support help members optimize performance and security. By providing technology, training, and a peer network, we increase access to academic opportunities and further scientific discovery, ensuring a strong, secure digital future for the communities we serve.

At Nysernet, we are committed to being an employer of choice, known for our dedication to staff and fostering an environment where people aspire to work and excel. We prioritize people, creating a welcoming and inclusive organization that values knowledge-sharing, transparency, and collaboration.

Nysernet is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, familial status, marital status, military service and veteran status, physical or mental disability, genetic information, domestic violence victim status, reproductive



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health decision-making, or any other characteristic protected by applicable federal, state or local laws and ordinances. Nysernet is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.
