Opportunity: Digital Support Specialist (Full-Time)

About the Role/Purpose:
Big Picture Learning (BPL) seeks a Digital Support Specialist who will provide technical support across BPL's technologies and tools, with a primary focus of supporting schools and partners using BPL Digital Platforms (ImBlaze and B-Unbound), ensuring users’ and partners’ ongoing success and satisfaction.

Primary Responsibilities: specific scope includes, but is not limited to, the following:
ImBlaze Technical Onboarding and Support (85%)
- Lead the technical onboarding and ongoing technical support for new and recurring partners using ImBlaze and B-Unbound.
- Provide administrative Salesforce support to the digital engineering team and contractors with (ie: user provisioning, report and integration creation, and bulk uploads data) with the opportunity for more complex projects related to APEX and Flow Design.
- Engage in Quality Assurance (QA) activities to assist the engineering team in testing bug fixes and feature enhancement.
- Investigate and report user issues/challenges and new feature requests. Help the team prioritize requests within the broader digital team roadmap.
- Support product updates and improvements in collaboration with designers, engineers, and partners.
- Through empathy and ongoing engagement, ensure a high level of product subscription renewals and overall partner satisfaction.
- Build, update, and contribute to existing implementation and training resources.
- Propose new opportunities for technological solutions that support and accelerate adoption of Big Picture Distinguishing.
- Facilitate digital and programmatic user group ongoing virtual meetings.

Internal Technical Support (10%)
- Provide administrative Salesforce support in collaboration with the Operations & Development Team, including user management, reporting and dashboard development, and issue troubleshooting.
- Manage BPL domain DNS record, compliance, and web presence troubleshooting.
- In partnership with the Director of Digital Innovation, serve as the BPL Google Administrator including User Management, Security Settings Management, and end-user support.

General (5%)
- Be a Big Picture Learning Champion. Demonstrate deep understanding of the Big Picture Distinguishing, own the mission, and be an activist.
- Support, participate in, and attend annual BPL conferences and other org-wide events as needed
- Support efforts to advance DEI (Diversity, Equity, Inclusion) and antiracism on a micro (self), meso (organization), and macro (systems-level/external) level.

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● Other responsibilities may be assigned based on organizational need and individual skills and interests.

**Desired Qualifications, Requirements and Skills**

- Strong Salesforce Administrative skills (Salesforce Admin Certification preferred). Able to easily conduct essential Salesforce tasks such as provision users, build reports, build integrations and bulk upload data.
- Bachelor’s Degree - however, as research demonstrates that education requirements can be a deterrent for qualified candidates to apply and can perpetuate gender and racial disparities, we encourage all candidates with the professional experiences and leadership qualities outlined in this position specification to apply.
- Ability to effectively advocate and promote a technology platform within the broader mission of an organization as well as the ability to leverage technology platforms to support greater equity and student engagement in school.
- Outstanding communication skills. Able to effectively listen and employ empathy to craft solutions.
- Able to effectively work with key users and familiarity in working with engineering/design/development teams to construct effective solutions for our users.
- Ability to work at the edges of education innovation. Comfort with championing innovative and radical school design philosophies.
- Occasional travel, as needed.

Candidates for this position must share our passion and commitment for rethinking the possibilities of education for decades to come. We steadfastly believe that students should be at the center of their own learning and that education (in particular public education) is due for a reorientation that allows students to be confident in the pursuit of their own passions and interests.

The geographic spread of BPL's work and the fact that all BPL staff work virtually, requires individuals to have strong internal accountability. The organizational culture supports flexible and contextually appropriate decision making processes. As a result, individuals who thrive in BPL are comfortable juggling multiple projects and prioritizing tasks, advancing the work in the face of uncertainty, willing to take risks, exhibit entrepreneurial behaviors, take ownership and see tasks and ideas through from conception to implementation, and possess the communication and interpersonal skills needed to work well with people at all levels of the organization.

**Application Process and Timeline:**
Confidential inquiries are welcomed. Applications will be reviewed on a rolling basis. It is advantageous to apply as soon as possible. **Final deadline for applications is June 14, 2024.**

**Desired Start Date Window**
July 1, 2024

**Click Here to Apply**
You will need to provide the following documentation:
1. Thoughtful and Tailored Cover Letter of Introduction (≤ 2 pages)
2. Resume/CV
3. List ≥ 2 Professional References
Local:
Remote (preference for CST/EST time zones)

Report To: ImBlaze Product Manager

Compensation
- BPL provides a competitive salary commensurate with experience
- Annual salary range for this position is $55,000 - $65,000 (full-time)

Benefits Package
- Fully paid medical, vision, and dental coverage
- Fully paid life insurance policy, including short term and long term disability insurance
- Pension plan which includes a company contribution of 5% of your salary with 100% vested after 6 months of employment
- Eight (8) weeks paid parental leave
- Thirteen (13) paid holidays, plus 2 religious floater holidays
- End of year holiday break (from Christmas Eve through New Year's Day)
- Eleven (11) personal/sick days, plus paid birthday
- Eighteen (18) days of paid vacation, which is earned and accrued at 1.5 days/month beginning the first full month of employment

Other workplace benefits offered full time employees
- Use of company laptop computer
- Printer/copier/scanner for home office
- Office supplies for home office
- Cell phone bill is paid or can become part of the company plan. BPL will pay up to $400 towards the purchase of a new phone.

About BPL
It is our vision that all students live lives of their own design, supported by caring mentors and equitable opportunities to achieve their greatest potential. We move forward prepared to activate the power of schools, systems & education through student-directed, real-world learning. We are activists. - www.bigpicture.org

At BPL, we are practitioners and practice the implementation of truly innovative designs. We are story doers and we work with an intensity and drive that rivals any other organization or business. We relentlessly focus on elevating the voice of students, parents, and communities. At BPL, innovative and valuable ideas matter more than the role of the person sharing them. We work together to achieve our mission because we know we can accomplish more as a team. Many BPL team members report that the "family feel" of our organization is what makes our work so rewarding. Working at BPL is a vibrant and ongoing learning experience and we seek to offer all staff the opportunity to experience work that aligns with the ten student expectations described in Leaving to Learn.

Big Picture Learning is an equal opportunity employer and prohibits discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status (special disabled veterans, disabled veterans and Vietnam-era veterans), or any other characteristic protected under applicable federal or state law. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients; and all qualified applicants are encouraged to apply, including minorities, women, veterans, and individuals with disabilities.

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