



About DXtera Institute

DXtera Institute is a nonprofit, member-based consortium of higher education professionals collaborating to remove technology barriers so that institution leaders, faculty, staff and students have efficient access to information needed to transform student outcomes. With partners across the U.S. and Europe, our consortium includes some of the brightest minds in education and technology, all working together to solve critical higher education issues on a global scale.

We collaborate, share expertise, resources and scalable solutions to remove digital integration barriers, and improve the capacity of the institution to access and use data in a way that will promote student success and increase college completion. We provide training, knowledge, and expertise that colleges and universities desire to promote student success by removing the digital integration barrier.

Our team of experts is growing to better serve our rapidly growing network of members. We're seeking a Technical Program Manager for our technology team.

Technical Program Manager Overview:

The Technical Program Manager delivers technical solutions to support DXtera's mission, vision and strategic direction. This position will manage and provide technical development leadership for numerous software development and deployment projects, potentially including large, complex, multi-organizational-with broad scope and multiple product deliverables. In addition, this position:

- Works with DXtera leadership to articulate project strategy, shape and effectively implement technical resources and budget, to assess needs and prioritize resources.
- Plans and administers projects and the overall program, and ensures that deliverables are completed correctly and on-time.
- Collaborates with senior leadership to ensure project(s) meet milestones and deliverables, and support technical needs of member organizations and stakeholders.
- Reinforces team approach throughout, by building relationships and collaborating with various DXtera teams, both internal and among its members organizations, and other stakeholders.

Responsibilities:

- Overall management of numerous simultaneous software development and other technical projects and associated resources (including space, timeline, budgets, etc.) and oversees project staff as appropriate.
- Estimates resources required to deliver the projects and products and identify the connections and dependencies among the individual projects.
- Define the program plan and outcomes for component projects, the resources required and work schedule
- Continuously monitor efforts throughout the program life cycle of component projects.
- Communicate relevant information, monitoring systems integration activities, negotiate deviations in plans and adjust resources as needed.
- Interact with member organizations and stakeholders to set expectations, review objectives and coordinate resources across the component projects and related external



efforts.

- Build relationships as appropriate with all collaborating stakeholders and organizations, both internal and external, and engages with others on behalf of the project.
- Develop and monitor project milestones and deliverables and works to remove process and operational barriers for successful operation of the project(s).
- Identifies, develops, and initiates innovations and solutions where precedents and procedures may not exist.
- Writes and presents reports and/or proposals for internal and external audiences
- Other duties as needed or required.

Supervision Exercised:

The Technical Program Manager may oversee work of others, including planning, assigning, and scheduling work. Provides project leadership and reviews the work of others and ensures that quality standards are met. May train staff and oversee their productivity. May provide input to leadership on staff hiring and performance issues. Is responsible for the mentoring and coaching of less experienced or lower level technical staff.

Qualifications:

Candidate for Technical Program Manager should possess advanced IT knowledge and exceptional leadership and management skills. Knowledge and experience with software development, systems engineering, business process engineering, customer relationship management, project management, technology procurement, contracting, financial management, change management, risk management and IT service management.

- Technical:
 - Advanced understanding of and experience with enterprise software development and deep working knowledge of computer hardware and software systems utilized in higher education enterprises.
 - Familiarity with multiple programming languages and ability to learn languages quickly if needed. DXtera currently utilized Java and Python for its various products and development activities
 - Very strong skills in quantitative, logical and scientific reasoning.
 - Demonstrated familiarity with the underlying concepts and development management techniques related to service-based software design
 - Demonstrated familiarity with the systems and processes of higher education and related technologies and applications.
 - Demonstrated understanding of operating systems and networking and be able to work with institutional system and network engineers collaboratively.
 - Advanced expertise with in-depth understanding of concepts and principles underlying information technology. Requires knowledge and skills in current software technologies, service based architectural principles, and project and product management methodologies.
 - Able to articulate technical and non-technical issues associated with emerging technologies in higher education
- Non-technical:



- Excellent communication skills, both written and presentation, including the ability to clearly communicate project goals, institutional service and support offerings.
- Ability to collaborate, lead and influence Institute leadership and others throughout the Institute.
- Experience leading complex projects involving multiple organizations for diverse stakeholders as evidenced by work history.
- Experience working on projects at 2- and 4- year institutions of higher education preferred
- Experience managing project resources, including personnel, budgets, spaces, equipment, etc. as evidenced by work history.
- Demonstrated experience leading teams preferred
- Ability to build community and collaborate with internal and external stakeholders.
- Excellent organizational and analytical skills including demonstrated ability to assess, evaluate, and implement organizational initiatives, and present creative solutions.
- Able to work independently and with partner organizations to engage in creative uses of technology in education.
- Positive contributor to the company culture.
- Education and Experience:
 - Bachelor's degree in related field plus 5-10 years of work experience in related field.

Required Work Hours/Travel:

A minimum of 40 hours per week, plus other hours as may be necessary to complete job duties. Some travel including overnight stay may be required.

Qualified candidates should email their resume to: terri.shea@stradaeducation.org