



Position: E-Learning and Technology Manager
Organization: SBP – Disaster Resilience and Recovery Lab (DRRL)
Reports to: COO & Chief Strategy and Innovation Officer

This is a National Position and will work out of one of SBP's 8 Operating Sites in Far Rockaway, NY; Wall Township, NJ; Columbia, SC; Baton Rouge, La; New Orleans, La; Houston, Tx; Panama City Beach, FL, or San Juan, PR.

About SBP

SBP is an award-winning, innovative nonprofit organization that shrinks the time between disaster and recovery. A leader in volunteer-driven, post-disaster rebuilding; SBP educates, advocates and improves the disaster recovery sector so that we can collectively achieve more for communities. With a team of 75 staff and 240 AmeriCorps members, SBP has rebuilt more than 1,600 homes across 12 communities and shared best practices with many more.

SBP's vision is to embrace constant improvement, community-wide collaboration, and clear benchmarks to reduce human suffering caused by the tolls of delay in recovery. By pairing resilience training with recovery operations, we strive to reduce the need for our rebuilding services over time by increasing preparedness among vulnerable communities.

SBP encourages individuals that are hungry for change and eager to innovate to join our team so that we can change the future of disaster recovery together.

Position Summary:

This position will be responsible for continuing the technical development, implementation and administration of SBP's E-Learning platform and will be responsible for managing platform administration (accounts, notifications, content management), collection and tracking of user data, and continuous improvement of E-Learning resources. This position will also serve as the liaison between SBP senior staff and any project vendors/contractors, and is responsible for developing fluency with the platform's content management and administration systems and for mastering integration with partner platforms (Articulate360, LMS platform, relevant corporate L&D environments, et al). Near term responsibilities include integration of business intelligence platform, and working to systemize tech use across national operating sites.

Position Responsibilities:

Develop a suite of learning and action tools for on-demand, web-based delivery including:

- Short animated "micro-learning" videos and interactions based on SBP's existing in-person training modules
- Optimized training collateral (explanatory infographics, "How To" sheets, etc.).
- Guides to help trainees understand and mitigate their risk ahead of disasters
- Select and oversee the development of additional training content and e-learning modules

Ensure E-Learning modules and materials are user friendly and easily accessible by desktop and mobile devices

Track usage, feedback, and subsequent changed behavior to facilitate continuous improvement

Provide analysis and recommendations to colleagues and senior staff on e-learning platform and performance

Assist senior staff and operating site staff in the implementation, integration, and continuous improvement of current and future technologies, including business intelligence and analytics platforms, Quickbooks, Salesforce, Formstack, Google Drive, etc.

Troubleshoot significant technological issues throughout the organization

Assist with the implementation of BI tool

Analyze tech use and make recommendations on how to improve our use of data and tech as well as ways to reduce costs or generate revenue to support SBP's continued tech investment

Serve as owner of e-Learning technical capabilities and successful delivery

Provide technological analysis and recommendations as requested by senior staff and/or operating sites

Work with the e-Learning marketing specialist to ensure successful delivery of e-Learning that is commensurate with sales/distribution

Support technology needs across the organization including ongoing improvement and integration of existing tools, and the implementation of a business intelligence platform.

REQUIREMENTS

- Bachelor's Degree plus 3-5 years experience with e-learning and related platforms
- Experience with developing constructive relationships with people from all segments of the community.
- Ability to plan and meet deadlines.
- Demonstrate initiative and work as a team player.
- Convey a professional and positive image and attitude regarding the organization and the not-for-profit sector.
- Demonstrate commitment to continued professional growth and development.
- Maintain awareness and fluency in emerging technologies and best practices

Primary Relationships:

This position reports dually to the Chief Strategy and Innovation Officer for E-Learning and the Chief Operating Officer on the use of tech internally.

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SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices.

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.