



Digital Workplace Manager

*Information Technology Business Unit
Exempt*

Reporting Structure

The Digital Workplace Manager reports to the Senior Director, Information Technology

Qualifications

- Four-year undergraduate degree in Computer Science, Information Systems Management, or Business.
- 3 to 5 years managing digital workplace tools in a business environment.
- High level of proficiency using Microsoft 365 applications, including administration, and instructing end-users.
- Microsoft Certifications such as Microsoft 365 MCSA, MCSE; Cloud Platform and Infrastructure equivalent; desired but not mandatory.
- Experience creating SharePoint and Teams sites.
- Demonstrated ability to manage projects.
- Experience training end-users.
- Strong teamwork skills.
- Strong oral and written communications skills.
- Ability to lead and facilitate meetings.
- Easily adapts to changing priorities.
- Experience with association management preferred.

Key Responsibilities

- Acts as the lead product manager for productivity tools (e.g., Microsoft 365, Zoom, Adobe, etc.).
- Helps to develop and maintain governance and standards for how to use productivity tools.
- Delivers in-person and remote trainings to staff on how to leverage productivity tools in the course of their work.
- Develops basic training materials (tip sheets, quick screen recordings, etc.) to help staff learn new features.
- Encourages widespread adoption of approved collaboration tools.
- Supports remote access to all productivity tools.
- Assists with onboarding new staff so they can quickly understand how to work productively.
- Keeps abreast of new features from productivity technology providers and translates how those updates will impact the Academy.

Please submit your resume, cover letter and salary, expectations through one of the following options:

- **Email:** Attach a Word document or copy and paste your cover letter and resume and send to employment@entnet.org.
- **Mail:** AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources
- **Fax:** 1-703-683-5100



- Provides project management as needed for digital workplace projects.
- Participates in industry and other professional networks to ensure awareness of industry standards, trends, and best practices to strengthen organizational and technical knowledge.
- Performs other duties as assigned.

Specific Duties

- Assesses the need for and develops Teams and SharePoint sites for business units and workgroups.
- Meets with business units and workgroups on a regular basis.
- Keeps up to date with new announcements from Microsoft and other productivity tool vendors.
- Provides regular training sessions and awareness seminars on the productivity tools used by Academy staff.
- Onboards new staff, introducing the productivity tools used by the Academy and assesses the need for follow up training.
- Implements workflow tools to aid in automation wherever practical.

Other

- May participate on an internal team, either through formal assignment, or on an ad hoc basis.
- Consistently demonstrates courteous, cooperative, and helpful behavior to all contacts, internal and external.
- Serves as staff liaison to assigned committee(s).
- Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing.
- Some travel may be required.

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