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Position Description
E-learning Technology Manager

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General Manager

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Title:	E-learning Technology Manager	Team:	Technology and Product
Reports to:	General Manager (based in Australia)	Location:	Flexible but with preference for SE Asia, Europe, Australia or East Africa.
Manages:	No formal line management responsibility. May manage consultants on a project-basis.	Key working Relationships:	Internal: General Manager, Executive Director: Product and Strategy, Head of Program Delivery and Impact. External: Client representatives; implementation partners and consultants; international development organisation program, technical advisory and technology leads; other edtech or e-learning peers.
Remuneration	TBC. Full time or 0.8 FTE.		

Our Vision
To transform the way the world learns, ensuring equitable access to quality education for all.

Our Mission
To equip teachers and trainers with the confidence, skills and tools to use e-learning more powerfully, so every child can access high quality education.

About Us
Inclusiv Education is a social enterprise that makes education technology work in all settings so everyone can learn. We support governments and development organisations to reach learners missed by traditional educational models, and we provide e-learning solutions to overcome access and quality challenges which are designed to have impact in low-tech, low-internet or no-internet contexts.

Since 2018 we have been using education technology to increase access to quality learning across the Pacific, Asia, Eastern Europe, East Africa and Australia. We partner with organisations specialising in learning management systems (LMS) development, impact measurement, video hosting and streaming, digital curriculum and digital libraries to develop digitally inclusive, interactive and user-friendly e-learning materials. We work across the education value chain to support our partners with technical advice, evidence-based learning design based on e-learning pedagogy, and capacity building that takes into consideration each unique context.

Inclusiv Education is still in the start-up phase, working to build systems and processes to ensure quality delivery of programs. We are a team of problem solvers and are looking for people who are suited to a start-up environment, are adaptive in their work, and are passionate about using e-learning to increase access to quality education in some of the most challenging environments.

Our values
- We are a for-purpose social enterprise that draws on the value of commercial and development sectors to deliver powerful social outcomes.
- We make low-tech e-learning beautiful, engaging, safe and successful in challenging contexts.
- We work with tools that support educational sovereignty through the local creation of content, culturally directed learning and supporting open standards.
- We build resiliency within education systems by strengthening e-learning and edtech capabilities to ensure education continuity and drive system-wide scale and sustainability.
- We harness our global network to support local approaches and become a partner of choice.
- We invest in research and development to create innovative approaches for high-inclusion e-learning in low-tech settings.

Role Purpose

This role will manage Inclusiv Education's suite of e-learning technologies, our internal IT systems, and product engineering.

You will work closely with the Program Delivery and Impact team to recommend and support context-appropriate digital learning solutions for diverse audiences.

The preferred candidate will bring a technology in education background and an understanding of working in the international development sector using technology for development.

You will have strong Moodle and Moodle Workplace experience, experience in implementing and managing education apps and technologies, and familiarity in deploying offline e-learning solutions such as LAN boxes.

We are a small start-up that is still learning and growing. We are looking for someone who thrives in an agile environment, is flexible with changing priorities as we learn from both our successes and failures and is a self-starter who is able to take initiative to spot opportunities, make plans, develop goals and bring new ideas to life.

Objectives for this role:

Objective 1:	Design effective technology solutions to meet the needs of partners and clients in low-tech settings (solution engineering). Key indicators of success: - The technical capability of our eLearning applications are appropriately defined and understood by clients, partners and Inclusiv Education staff, and in line with the Principles for Digital Development. - Proposals are seen as being technically innovative and relevant and fair value for money by Inclusiv Education and/or International Development and funding organisations
Objective 2:	Inclusiv's internal and external technologies are highly available and well supported. Key indicators are: - Inclusiv's Moodle platforms are administered in support of project and product outcomes - Service providers, contractors and staff are professionally managed and engaged to provide timely support for Inclusiv's technologies - Inclusiv meets its technology service level obligations - Program Implementation technology risks are identified and mitigated - eLearning data is available in a format to support near real time impact reporting
Objective 3:	Inclusiv's technology products are engineered in line with the approved product roadmap.

	Key indicators of success: - Software configuration and software development is managed efficiently, and effectively, and in line with agreed objectives. - Software bugs are identified and resolved - User Acceptance is achieved on time and on budget

Key Responsibility Areas

IT Systems Management	- Manage IT systems for both internal and external uses. - Liase with hosting providers, other technology providers, implementation partners, internal stakeholders and external clients to ensure e-learning software is maintained and highly available. - Support Inclusiv Education team members on IT use where needed. - Conducting regular system audits and developing appropriate IT policies and procedures.
Product Engineering	- Manage product engineering sprints in support of the product roadmap. - Manage contractors and service providers as appropriate. - Provide expert and evidence-based technology advice to inform product management and contribute to requirements definitions
Program Delivery and Impact	Support the Program Delivery and Impact team with the configuration and delivery of the technology components of Inclusiv Education's e-learning projects.
Relationship Management	- Manage service delivery relationship with contractors and technology partners where it relates to Inclusiv Education's product engineering. - Develop trusted relationships with international development organisations, Ministries of Education and other partners to identify and define e-learning technology needs and build the profile of Inclusiv Education

Personal Attributes
- You are passionate about the transformative power of e-learning to increase access to quality education and who is committed to making e-learning technology work in low-tech

environments, including building the capacity of teachers and trainers to use e-learning in their teaching method.

- Aptitude in decision-making and problem-solving and ability to work in unstructured environments

- A strong willingness to promote and endorse education technology as a key contribution to international development

- Agility and ability to develop fit-for-purpose processes required and to flourish in a start-up scenario.

Essential Knowledge, Experience and Skills

- Deep knowledge of the e-learning industry and practical experience in managing educational technology deployments in an international development setting.

- Experience or exposure to Tech 4 Development or EdTech, as well as significant hands-on practice in conceptualising, developing, and implementing technology-based solutions that facilitate education and capacity building outcomes.

- Strong understanding of the use of technology in the international development sector based on previous roles in international development, or similar, organisations.

- Experience in using Moodle, Moodle Workplace and other relevant learning management systems.

- Experience in running product development sprints.

- Experience in overseeing and determining timeframes for major IT or product development projects.

- Relevant post graduate tertiary qualification (Information Technology, Science or Computer Science)

We would love you to have:

- Experience configuring and managing Intel NUC's, Raspberry Pi and other LAN boxes in low-tech settings

- Experience with Kaltura, Twilio, and/or Kolibri

- Experience in a dynamic growth environment.

- Experience in learning or instructional design.

- Experience in the education or training sector, and in the international development sector.

- Experience in a startup environment

Location and Working hours:

- We are a regionally distributed team with a strong remote working culture so this role provides for a remote working location. We have staff in Brisbane and Adelaide in Australia, as well as staff and implementing partners in India, Tanzania, Kenya and Germany. The preference for this role is to be located in SE Asia, Europe, Australia or East Africa, although other regions will be considered.

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- The position is not an expatriate role and does not attract living away from home allowances.

Travel:

- International Travel may be required up to 30% to support stake holder engagement and delivery of projects.