



Job Opening Announcement
Digital Solutions Specialist

Come join our expanding Customer Experience Department! The **Digital Solutions Specialist** will ensure that every G-W customer will have an excellent onboarding experience within their assigned territory. This position will assist with all our platforms including Learning Management Systems and how to integrate the G-W titles. This individual oversees the installation of all system updates, upgrades, integrated tools, and other software integration with the SSO, LMS, or other platforms. The Digital Solutions Specialist will also play a critical role in first line resolution of technical and customer service issues to users of our G-W digital learning materials. This position requires the ability to be flexible to work different U.S. time zones and will work Pacific Time zone hours to accommodate evening meetings and assistance as needed.

What you'll do:

- Assist end-users with technical issues related to the LMS and underlying systems and/or configurations.
- Work within your designated territory to build relationships with the sales team as well as the customers.
- Become the face of Customer Experience to the customers within your territory.
- Ensure customer success by understanding the various learning management systems and how our product integrate.
- Manage the testing and evaluation of new features and tools that integrate with the LMS by facilitating and managing vendor vetting and training
- Create systems and workflows to ensure that all course resources are properly set up and available.
- Provides help resources and training for students, faculty, and internal staff including instructional videos, how-to guides, and FAQs related to the usage of the learning management system, instructional technology, and documents relevant data.
- Provide support to customers by phone, email, and/or webinar with a focus on efficiently resolving technical issues while building and maintaining a high level of customer service.
- Research, diagnose, troubleshoot and identify solutions to independently solve customer issues and clearly communicate with end users.
- Contribute to the creation, organization and use of product documentation and training materials.
- Perform product demonstrations and training sessions online and in person.
- Handle heavy amounts of inquiries while utilizing exceptional communication skills to understand issues and patience in providing appropriate solutions.
- Develop and maintain a high level of knowledge on all aspects of G-W Digital Products.
- Assist the front-line customer service and sales teams with support activities and training.
- Help manage and support G-W's Online platforms, LMS-ready content, and implementation projects: including training, strategy, and basic technical tasks.
- Complete higher educational technology assessment questionnaires related to G-W Digital platforms and products.
- Contribute to the development of digital offerings for the post-secondary market.
- Conduct pilots to provide product feedback and seed market for future sales.

What you'll bring:

- Bachelor's Degree or equivalent work experience.
- Three plus years of experience in Level 2 customer support or customer success, with a focus on educational technology (preferred).
- Two plus years of LMS administration experience, preferably within Canvas, Schoology, and D2L.
- Proven experience in troubleshooting issues that involve utilizing problem solving capabilities, available knowledge bases, and technical capabilities.
- Experience presenting technology products and hosting webinars.
- Strong teamwork, communication, and interpersonal skills required.
- Understanding of PC and MAC operating systems and software on web-based applications.
- Ability to utilize a variety of software tools to navigate customer accounts and communicate effective solutions to customers.

What it's like to work here:

At Goodheart-Willcox Publisher, you will be working in a professional environment, supported by a passionate and energetic team that is invested in your growth and success. This is your chance to join an established employee-owned company that has been publishing for the Career and Technical Education field since 1921. Driven by the mission "We Build Careers," you will help educators implement and access our premier instructional materials, which helps students find and keep great careers, all while growing your own. -Goodheart-Willcox has spent a century building a culture that we are proud of. -Our team members embody these core values:

- Roll up your sleeves
- Do the right thing
- Can-do attitude
- Always improving

Goodheart-Willcox Publisher provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, ancestry and marital status, and other protected classes, in accordance with applicable federal and state laws.-

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