

Be part of the **International Schools Services (ISS)** world-class organization.

ISS is seeking an **Assistant Director of Digital Programs/Professional Learning** - an important role in the development, delivery and growth of ISS's digital products, with emphasis on supporting the ISS Professional Learning portfolio.

The **Assistant Director of Digital Programs/Professional Learning** will support the development and implementation of an engaging and relevant annual program of live and on-demand learning opportunities for international educators and schools. The position coordinates the delivery of virtual and hybrid Professional Learning and Recruitment events, helps ensure the effective use of digital platforms and systems, and collaborates across teams to enhance engagement, customer experience, scalability, and utilization of the company's digital products.

This role is well suited for someone who understands the needs of educators and schools and is comfortable working at the intersection of education and technology. They bring a practical, collaborative approach and an interest in creating effective digital learning experiences for an international education community.

We recognize that diverse teams make stronger teams, and we encourage people from all backgrounds to apply. ISS is committed to fostering an inclusive environment and to recognizing and addressing biases and barriers within our organization and in the schools and communities we serve around the world.

ISS believes in dignity of all, the benefit of cross-cultural perspectives, and the power of diverse, inclusive, equitable and just communities.

Why Join Us

ISS offers eligible employees a comprehensive benefits package, including generous paid time off, an employer contribution to a 403(b) retirement plan, and comprehensive health insurance. Benefits eligibility is determined by the nature of the engagement and employment status.

The anticipated salary range for this position is \$90,000 to \$100,000 annually. Final compensation will be determined based on the selected candidate's qualifications, experience, skills, and other relevant factors.

Location/Hours

This is a full-time position. The role is fully remote. Must have stable internet and reside within ±6 hours of Eastern Standard Time (EST). Availability during core collaboration hours (10:00 AM – 3:00PM EST) is required. Occasional evenings, weekend or holiday hours are required.

What You'll Do – Key Responsibilities

Professional Learning Strategy & Content Leadership

- Collaborate with the Director of Digital Programs on the development and execution of the annual Professional Learning content strategy, informed by the evolving needs and priorities of international schools and educators.
- Contribute to the development and maintenance of a comprehensive annual calendar of live Professional Learning programs, webinars, courses, series, and special learning opportunities.
- Research and identify high-interest and emerging topics for international educators, support the development of thematic programming, learning series, special courses, and other differentiated learning experiences.
- Provide data, research, customer insights, and recommendations to support decision-making related to the Professional Learning portfolio.
- Coordinate presenter agreements, expectations, deliverables, schedules, and related communications.
- Administer the Professional Learning speaker and honorarium budget in accordance with established organizational goals and financial parameters.

Professional Learning Engagement & Customer Success

- Monitor participation, course registrations, completions, learning hours, feedback, and other utilization indicators to understand customer engagement.
- Develop strategies to improve engagement and utilization among subscribing schools, association partners, and individual educators.
- Support renewal and retention efforts by helping demonstrate the value and impact of Professional Learning subscriptions.

Digital Event Strategy, Production & Delivery

- Coordinate and oversee the planning, coordination, and successful delivery of virtual and hybrid Professional Learning and Recruitment events across EDUlearn and EDUrecruit.
- Provide event hosting, moderation, or technical support when appropriate.
- Ensure appropriate post-event follow-up, including recordings, resources, participant communications, feedback, and performance data.

Digital Platform & Program Management

- Support the effective management and continuous improvement of EDUlearn, EDUrecruit, virtual event platforms, and related digital systems.
- Partner with internal teams and external vendors to identify platform enhancements that improve customer and learner experience.
- Serve as an internal resource on digital learning platforms, virtual event technology, and emerging approaches to online professional learning.

Collaboration & Team Support

- Partner closely with Marketing to develop effective promotion and communication strategies for Professional Learning programs.
- Participate in Digital Products planning, product development, and strategic projects.
- Support Professional Learning and Recruitment initiatives across the Digital Products portfolio as organizational needs evolve.

What You'll Bring

- 5–7 years of progressively responsible experience in professional learning, education, digital program management, event management, educational technology, or related areas. Experience working with international schools, professional learning organizations, educational associations, or digital learning platforms strongly preferred.
- Bachelor's degree required. Master's degree in education, educational leadership, instructional design, professional learning, educational technology, or a related field preferred.
- Strong proficiency with digital learning and event platforms, CRM systems such as Salesforce, Zoom, Google Workspace, Microsoft Teams, webinar technologies, and digital communication tools. Demonstrated ability to quickly learn and effectively use emerging technologies.

Desired Skills and Attributes

- Strong understanding of effective professional learning and the needs of international educators and school leaders.
- Strong relationship-building skills with presenters, providers, school leaders, associations, and external partners.
- Highly organized with the ability to manage an extensive annual calendar and multiple simultaneous programs.
- Comfortable analyzing engagement and utilization data and using it to inform decisions.
- Excellent written, verbal, facilitation, and presentation skills.
- Technologically agile and interested in leveraging automation, AI, and emerging digital tools.
- Demonstrated ability to work collaboratively across teams.
- Strong accountability, initiative, judgment, and follow-through.

To apply, please submit your resume and cover letter to DigitalHire@iss.edu

Only shortlisted candidates will be contacted.