Program Manager Learning Design and Delivery SMCA

higheredjobs.com/search/details.cfm

Type: Full-Time
Salary: $70,000 - $72,000 per year
Posted: 5 days ago
Application Due: 02/12/2026
Category: Instructional Technology and Design

Program Manager Learning Design and Delivery SMCA

Arizona State University

Campus: Tempe

JR117263

End Date: February 12, 2026

Apply before 11:59 PM Arizona time the day before the posted End Date.

Minimum Qualifications:

Bachelor's degree and three (3) years of experience appropriate to the area of assignment/field; OR, Any equivalent combination of experience and/or training from which comparable knowledge, skills and abilities have been achieved.

Job Description:

The Program Manager Learning Design and Delivery SMCA in ASU's Learning Enterprise leads the outcomes, operations, and people management for a multidisciplinary team responsible for a thematic subset of Universal Learner Courses (ULCs) within Science, Mathematics, Conservation, and the Arts (SMCA).

This role ensures access to high-quality, scalable learning experiences for a diverse range of learners in the P–20 pipeline, including high school learners, working adults, and those seeking pathways into college and careers.

The Program Manager provides strategic and operational leadership across the design, delivery, and continuous improvement of courses, ensuring a cohesive learner experience. They directly supervise Instructional Designers, Senior Instructional Designers, Instructional Design Associates, Online Course Managers, Senior Online Course Managers, Course Coordinators, Pro re nata (PRN) staff and student workers within their academic stack, cultivating a high-performing, collaborative, and data-informed team culture that drives innovation, quality, and learner success.

This role bridges design and delivery operations, partnering with faculty of record, academic units, instructional design and media teams, and learner success partners to uphold Learning Enterprise standards for equity, accessibility, and academic rigor. The Program Manager also leads data-informed planning and process improvement efforts that strengthen scalability, efficiency, and instructional excellence across their discipline stack.

As a strategic leader, the Program Manager contributes to the long-term growth and sustainability of the Universal Learner Course portfolio, ensuring alignment with ASU's mission of universal access to high-quality education and the Learning Enterprise's vision for innovation at scale.

This is a full-time, benefits-eligible position. This is an at-will position. As an at-will employee, you and ASU are entitled to terminate the employment relationship at any time and for any reason except an unlawful one.

This role is not fully remote. This role is based at ASU's Tempe campus. All applicants must be eligible to work in the United States. ASU will not sponsor this position; the applicant must be eligible to work in the U.S. without sponsorship. A Fingerprint background check is a mandatory step in the hiring process.

Position Salary Range: $70,000-$72,000 Per Year; DOE

Essential Duties:

Lead and Develop a High-Performing Team

In collaboration with the Senior Director of Learning Design, you will develop and manage a diverse, high-performing, and values-aligned team within the Learning Enterprise.

· Supervise a multidisciplinary team—including instructional designers, senior instructional designers, instructional design associates, online course managers, and coordinators, part-time staff and student workers—ensuring alignment between course design, delivery, and

operational execution across all Universal Learner Course modalities.

· Provide ongoing coaching through regular meetings, offering feedback, alignment on goals, and recognition of achievements.

· Review team performance metrics (e.g., grading turnaround time, course quality scores, learner satisfaction), oversee workload distribution, and develop improvement or staffing plans as needed.

· Design and implement professional development and mentorship structures that support continuous growth, leadership development, and role progression.

Drive Operational Excellence and Process Management

You will ensure smooth and efficient operations across your academic stack by developing and optimizing workflows and communication structures.

· Develop and document key processes (course launches, revisions, escalations) and maintain standardized templates and communication guides for consistency across teams.

· Establish cross-functional communication rhythms (e.g., monthly syncs between design, OCM, and grading teams) and monitor operational OKRs such as course readiness, faculty satisfaction, and learner outcomes.

· Coordinate with learner support, technology, and academic partners to resolve operational challenges and ensure timely assistance for learners and faculty.

· Lead or co-lead process improvement initiatives in areas such as grader management, faculty onboarding, data reporting, and AI-assisted design.

Foster Faculty and Partner Engagement

You will serve as the primary liaison for faculty and external partners within your academic stack, ensuring strong collaboration and alignment.

· Manage relationships with faculty of record, coordinating course development, revisions, and quality reviews with design teams.

· Lead communication and feedback loops with faculty, integrating insights from learners and instructors to improve course quality and consistency.

· Collaborate with Learning Enterprise leadership, Academic Enterprise, the Provost’s Office, EdPlus, and academic units to advance Universal Learner Course quality, innovation, and scalability goals.

Advance Course Quality, Design, and Learner Experience

You will lead efforts to ensure high-quality, equitable, and innovative learning experiences across your academic stack.

· Provide strategic leadership to ensure cohesive alignment between course design, delivery, and learner experience across both session-based and on-demand modalities.

· Lead your team through course build, revision, and improvement cycles, ensuring all courses meet ULC design standards and quality metrics.

· Support the adoption of new media, AI tools, and emerging technologies that enhance learner engagement, accessibility, and instructional quality.

Use Data and Technology to Drive Evidence-Based Decisions

You will leverage analytics and technology to inform strategic decisions, improve learner outcomes, and enhance operational efficiency.

· Review and interpret stack-level data dashboards to assess learner performance, operational efficiency, and instructional design impact.

· Translate data insights into actionable strategies for improving course quality, learner outcomes, and team operations.

· Prepare and present data summaries and visualizations to communicate performance and improvement outcomes to leadership and stakeholders.

Lead Strategic Growth and Continuous Improvement

You will play a key role in shaping the long-term growth and sustainability of the Universal Learner Course portfolio.

· Partner with the Director of Learning Design to set strategic priorities for course development, delivery, and revision within your academic stack.

· Align staffing, resources, and operations with institutional goals for access, equity, and scalability.

· Contribute to enterprise-wide initiatives that advance Learning Enterprise priorities for innovation, learner success, and cross-unit collaboration.

· Identify and implement opportunities to strengthen systems, workflows, and partnerships for sustainable growth and improved learner impact.

Desired Qualifications:

· **Supervisory and Team Leadership:** Demonstrated experience directly supervising professional staff (such as instructional designers, course managers, or coordinators) and managing team performance, development, and workload across multiple projects or course deliveries.

· **Program or Operational Management:** Proven ability to manage large-scale instructional operations or academic programs, including scheduling, staffing, quality assurance, and process documentation across diverse course portfolios.

· **Instructional Design and Learning Science Expertise:** Experience designing or evaluating online courses using frameworks such as backward design, Universal Design for Learning (UDL), or Quality Matters (QM), and applying learning analytics to improve design quality and learner outcomes.

· **Data-Informed Decision-Making:** Demonstrated ability to analyze and interpret learner, course, or operational data to inform strategic planning, identify improvement opportunities, and evaluate program impact.

· **Faculty and Stakeholder Collaboration:** Experience partnering with faculty, subject matter experts, and academic units to align course quality, rigor, and delivery with institutional standards and learner needs.

· **Cross-Functional Process Improvement:** Proven success creating or refining scalable workflows, communication systems, or process improvements that enhance efficiency and collaboration between design and delivery teams.

· **Education:** Master's degree in Instructional Design, Educational Technology, Learning Sciences, Curriculum and Instruction, Higher Education Administration, or a closely related field. Background in science or mathematics preferred.

Working Environment:

· Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; required to stand for varying lengths of time and walk moderate distances to perform work.

· Frequent bending, reaching, lifting, pushing and pulling up to 25 pounds.

· Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts.

· May be required to perform tasks in the field within and/or across University campuses.

· Ability to clearly communicate to perform essential functions.

Department Statement:

About the Learning Enterprise

ASU's Learning Enterprise expands universal access to opportunity for learners – at every stage in life. Serving over 1.2 million learners in over 150 countries worldwide, we're reimagining the role of universities in society as catalysts of economic and social mobility, guided by the belief that all learners can harness education as a ladder of opportunity. Our programs meet learners wherever they are, removing the barriers while prioritizing belonging and support. Through ASU's Learning Enterprise, it's easy to get started on your learning journey – and there's no limit to where you can go. Learn more at https://learning.asu.edu/.

At Learning Enterprise, we share a common set of values that guide our work and collaboration:

Scrappy. We are undaunted by challenges. We remain undeterred by anything that stands in the way of moving our vision forward. If we fall, we get up, over and over again. If it doesn't exist, we create it. If something doesn't work, we try something else.

Driven. We always push to be better for ourselves, for each other, and for our students. We are not defeated or guided by the status quo. We see what could be and relentlessly pursue it.

Intentional Architects. We know our attitude towards what we are doing will determine our success. We see the big picture and take deep pride in building every block that makes up our long-term vision. We are motivated by the potential of a transformed future while remaining firmly focused on tending to the tasks in front of us today.

Leading from the heart. We deeply care about people and their well-being. Everyone is unconditionally supported. We believe in human potential and invest in continuous growth.

Candid collaborators. We share ideas and feedback at all levels. We have strong opinions loosely held and intentionally engage in debate. We strive for clarity through direct and honest communication. We know our work is better for it.

Instructions to Apply:

Current Employees and Students should apply directly within Workday using the Jobs Hub. Use this link and log in using SSO:

https://www.myworkday.com/asu/d/inst/1$9925/9925$17851.htmld

To be considered, your application **must** include **all** of the following attachments:

· Cover letter

· Resume/CV

Note: Multiple documents can be submitted into the attachment box. Alternatively, merge all documents into one PDF for submission.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position. Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position. NOTE: GA and Intern positions are counted as .5 for job experience (ie. 1 year equals 6 months experience equivalency). Only electronic applications are accepted for this position.

ASU Statement:

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions inclusive excellence, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other basis protected by law.

Notice of Availability of the ASU Annual Security and Fire Safety Report:

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf. You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit https://cfo.asu.edu/az-resources.

Employment Verification Statement:

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

Background Check Statement:

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

Fingerprint Check Statement:

This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.

About Arizona State University

Recognized by U.S. News & World Report as the country's most innovative school, Arizona State University is where students and faculty work with NASA to develop, advance and lead innovations in space exploration.

To view full description or to apply please click this link:

https://asu.wd1.myworkdayjobs.com/en-US/ASUStaffCareers/details/Program-Manager-Learning-Design-and-Delivery-SMCA_JR117263?q=JR117263
Arizona State University is an Equal Opportunity/Affirmative Action Employer

Related Searches:

- Instructional Technology and Design