

Job title	Program Manager, Online Certificate Programs
Reports to	<i>Associate Director of Teaching and Learning</i>
Start Date	<i>ASAP</i>
Location	<i>Kigali, Rwanda</i>

About Carnegie Mellon University

Carnegie Mellon University Africa (CMU-Africa) is Carnegie Mellon University's global location in Africa, based in Kigali, Rwanda. Established in 2011, CMU-Africa is advancing engineering, technology, research, and innovation across the continent through world-class graduate education, applied research, and strategic partnerships.

Through the Center for Inclusive Digital Transformation of Africa (The Center) and the African Engineering and Technology Network (Afretect), CMU-Africa works with leading universities, governments, industry and other strategic partner organizations to strengthen engineering education, research, innovation, and entrepreneurship across Africa.

The Opportunity

CMU-Africa is seeking a highly organized, collaborative, and service-oriented Program Manager to support the delivery, growth, and continuous improvement of The Center's Online Certificate Programs.

Working closely with the Associate Director of Teaching & Learning, the Program Manager serves as the operational hub for a portfolio of online certificate offerings designed to address critical digital skills and talent development needs across Africa. The role supports the full learner lifecycle—from skills-gap identification and course development through recruitment, admissions, enrollment, learner support, credential completion, and stakeholder engagement.

The successful candidate will help coordinate a growing portfolio of short online courses, modules, and workshops designed to equip learners with in-demand technology skills and support career advancement in the digital economy. Success in this role requires strong program coordination skills, attention to detail, a commitment to learner success, and the

ability to work effectively with faculty, learners, industry partners, government stakeholders, Afretec institutions, and internal support teams.

Key Responsibilities

The scope of responsibilities will include, but not be limited to:

- Support the implementation and day-to-day management of The Center's Online Certificate Programs, ensuring effective coordination of activities, timelines, operational processes, and learner-facing services.
- Partner with the Associate Director of Teaching & Learning to coordinate stakeholder consultations with employers, government agencies, Afretec institutions, and other partners to help identify emerging skills needs and support the ongoing relevance of the certificate portfolio.
- Assist with the development, launch, review, and continuous improvement of online certificate offerings, supporting the creation of a scalable portfolio of stackable, employer-recognized credentials aligned with technology talent development needs.
- Coordinate learner recruitment and outreach activities in partnership with industry partners, NGOs, and Afretec institutions to support enrollment goals and program visibility.
- Work closely with marketing and communications teams to support program branding, learner outreach, and the accuracy of websites, promotional materials, and public-facing information.
- Manage admissions processes, including application management, applicant communications, review coordination, selection processes, enrollment tracking, and learner onboarding.
- Coordinate with CMU's Eberly Center to manage the operational administration of online programs, including course setup, enrollment management, learner records, Canvas LMS administration, learner communications, and participant support.
- Coordinate with faculty, instructors, and subject matter experts to support high-quality learning experiences and ensure timely resolution of academic, technical, and operational issues.
- Identify opportunities to improve efficiency, learner experience, and program scalability through process improvements, automation, and the effective use of technology and AI-enabled tools.

- Contribute to budget tracking, reporting, procurement activities, consultant coordination, and other administrative functions required to support successful program delivery.
- Work closely with the Teaching & Learning Program Manager, MEL Specialist and Data and Analytics Specialist to support evidence generation, reporting, learning, and accountability requirements, including the documentation of outcomes, lessons learned, and program impact.
- Undertake other duties and special projects as assigned in support of the Center's strategic objectives and CMU-Africa's mission.

Qualifications

EDUCATION AND EXPERIENCE

- Bachelor's degree required; Master's degree preferred in Education, Higher Education Administration, Educational Technology, Business Administration, Project Management, Technology Management, Information Systems, Communications, or a related field.
- An equivalent combination of education and experience may be considered.
- Minimum of three years of progressively responsible experience in program management, online learning, professional education, continuing education, skills development, learner services, admissions, or related fields in Africa.
- Experience supporting the delivery or administration of online learning programs, certificate programs, executive education, professional development, or technology talent development initiatives.
- Demonstrated experience coordinating multiple projects, stakeholders, and operational activities simultaneously.
- Experience working with learning management systems and digital learning technologies.
- Experience supporting admissions, enrollment management, learner engagement, or participant support functions is highly desirable.
- Experience working with universities, employers, government agencies, nonprofit organizations, or development partners in Africa is required.
- Experience supporting externally funded programs is desirable.

Knowledge, Skills and Competencies

The successful candidate will demonstrate:

- Strong program coordination and operational management skills.

- Excellent organizational skills and attention to detail.
- Understanding of online learning, professional education, digital skills development, credentialing ecosystems, and learner success practices.
- Experience working with learning management systems and digital learning platforms.
- Strong customer service and learner-support orientation.
- Excellent communication and stakeholder engagement skills.
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Strong problem-solving skills and a proactive approach to continuous improvement.
- Comfort working with data, reporting systems, and technology-enabled processes.
- Commitment to learner success, inclusion, collaboration, and continuous improvement.

Why Join CMU-Africa?

This is an opportunity to help expand access to high-quality technology education, digital skills development, and career advancement opportunities across Africa. Working alongside faculty, employers, government partners, and leading universities, you will contribute to programs that equip learners with in-demand skills, recognized credentials, and pathways to meaningful employment and professional growth in the digital economy.

If you are passionate about online learning, learner success, technology talent development, and educational innovation, we encourage you to apply by August 30, 2026 through this link: <https://www.africa.engineering.cmu.edu/about/careers.html>