



JOB TITLE

## Strategic Partnerships Manager - Internet Service Providers

**Job Location:** Remote; potential opportunity to work in Bay Area office when safe (not required)

**Employment Type:** Full-time

### The Organization

EducationSuperHighway (ESH) works to bridge the digital divide by bringing free internet access to households in America's most unconnected communities. We believe that broadband is one of the most transformative technologies of our generation and can provide all Americans with equal access to education, healthcare, and economic opportunities. **But every household needs high-speed broadband to make that opportunity a reality.**

ESH was founded with the mission of upgrading the Internet access in every public school classroom in America. The pandemic has made it clear that home Internet is essential not only for education. We now have a historic opportunity to connect the 20 million homes that cannot afford high-speed broadband. ESH is an essential catalyst in that effort, building public-private partnerships to identify and connect the unconnected. We are a highly collaborative, entrepreneurial team. We are driven to accomplish our mission with urgency. We celebrate diversity and are committed to creating an inclusive and socially dynamic environment for all employees.

### The Role

Internet Service Providers (ISPs) play a critical role in our effort to bridge the digital divide. As a Strategic Partnerships Manager for ISPs, you will foster strong partnerships with telecom leaders and influence companies to prioritize connectivity for unconnected communities. You will be the face of ESH to national, regional, and local ISPs in the states where we have deployed programs to connect households. You will forge new strategic relationships with a target set of companies who can act within specific markets to provide affordable broadband. You must excel in motivating people and have business savvy to navigate complex corporate business models and challenging environments. You will work with stakeholders at all levels and coordinate between internal teams, external state and school district partners, and the ISP accounts you are managing.

## Organization and Strategic Development

- Develop innovative approaches for how best to achieve our goals of motivating service providers
- Use your analytical skills to identify opportunities for targeted providers that align with the unconnected communities we serve
- Collaborate with internal teams to develop and maintain strategies for provider engagement

## Business Development

- Use change management practices to determine how best to motivate action
- Collaborate with states and school districts to engage with and get buy-in from target providers
- Identify key contacts and forge relationships with target providers
- Implement strategies for tracking business development metrics and monitoring success over time

## Relationship and Account Management

- Lead, educate, and persuade external partners to ensure accountability towards commitments
- Listen closely to understand stakeholder needs and take steps based on that input
- Manage roadblocks as they arise, working across all levels of the partner organizations
- Maintain key contact information and track touchpoints in Salesforce
- Build relationships across lines of difference, such as race, ethnicity, sexual orientation, class, ability, gender identity, citizenship status, political affiliation or other identities

## About You:

- 5+ years of work experience, with 3+ years in relationship management, consulting, or sales
- Strong communication skills, verbal and written, and natural ability to connect with others and forge relationships
- Demonstrated ability to overcome challenges and leverage resources to creatively solve problems
- Comfortable with public speaking and leading presentations to large groups
- Enthusiasm to stay in the know about federal funding and other policy changes and how they affect the ISP landscape
- Commitment to understanding the broadband/telecom industry and business models used by various stakeholders

**Recruitment Process and Onboarding During COVID-19 Pandemic:**

The safety of our staff, both current and future, is our highest priority. At this time, **our team is working remotely due to the current COVID-19 pandemic**. Initial phone screening, virtual panel interview, job offer, onboarding and orientation will all be conducted remotely.

To apply, please send a resume and cover letter detailing your interest and experience to

**[info@educationsuperhighway.org](mailto:info@educationsuperhighway.org)**. Please note that resumes submitted without a cover letter will not be considered.

*EducationSuperHighway is an Equal Opportunity Employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel processes are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic.*