



JOB DESCRIPTION: SPECIALIST, CLIENT SUPPORT

DEPARTMENT:	FLVS Global	REPORTS TO:	Manager, Client Technical Support
JOB CLASS:	Specialist	PAY GRADE:	18
EXEMPT STATUS:	Exempt	DATE:	07/13/2017

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

Specializing in customer technical support and product implementation, the Specialist, Client Support works with customers to analyze customer installation needs, implement, train, and maintain installations of FLVS content on client and FLVS hosted systems. The Specialist, Client Support develops and implements plans for delivery, integration and updates for courses in client learning management systems, and oversees outsourcing to vendors. The Specialist, Client Support acts as the expert on learning management system delivery, integration, and maintenance with FLVS products. The Specialist, Client Support also develops and implements appropriate strategies, practices and protocols for maintenance and growth in this area.

ESSENTIAL POSITION FUNCTIONS:

- Contribute to the annual revenue goal through client retention by providing exemplary customer support and on-time deployments, as measured through metrics
- Oversee learning management system approval analysis, customization of learning management systems for FLVS Global courses, and implementation of learning management systems for testing and demos
- Coordinate planning, designing, and development of Learning management system and in-house system training for customers
- Coordinate and perform maintenance of learning applications for FLVS Global
- Implement project integration plans for clients, including examination of customer needs, recommendation of integration paths, coordination of integrations between vendors, and providing oversight for technical integrations between systems
- Recommend and maintain schedule for course loading for clients, and assume responsibility for the completion and quality of their tasks, ensuring that all client issues are tracked and resolved in a timely manner
- Perform delivery and update of courses to client learning management systems
- Oversee vendors performing course uploading and updating, training vendors where necessary in FLVS processes
- Work with FLVS Global, Learning Management System vendors, Digital Publishing, and FLVS Technical Support in resolving escalated issues from clients and channel partners, maintaining communication with all stakeholders, performing second level fixes as required
- Support the FLVS Global Account Managers with system demonstrations, client trainings, technical help consultation, or other consultation as directed

- Support the Enterprise Research & Discovery and National Curriculum Products team development by organizing and conducting client listening sessions and requirements gathering, making recommendations for updates and innovations in our workflows and products
- Assist with the investigation, evaluation, and outsourcing of learning technology initiatives, markets, and products
- Serve as the FLVS liaison to the Learning Management System vendors and clients using FLVS courses in those learning systems, evaluating client needs and training clients in use and maintenance of FLVS courses in these systems
- Analyze FLVS curriculum practices against Global sales needs, and train FLVS internal support members on the FLVS LMS functionality support needed for Global sales
- Assist with the investigation and evaluation of new features integrated in FLVS's supported learning systems, creating and executing test strategies for FLVS products to identify, catalog and correct defects
- Assist in identification of needs and creation of automation scripts to provide efficiencies for client deployment and support
- Use web development knowledge to evolve learning object repositories and the delivery to and from learning and content management systems using FLVS systems
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's degree; or equivalent combination of education and relevant experience

Experience:

- Three years' experience in educational information technology customer service, preferably in sales support, product implementation, online course/product development or any relevant combination
- 1 year experience with learning management system user and/or course administration.

Knowledge, abilities and skills:

- Ability to read and process scientific and technical journals, abstracts, and legal documents
- Working knowledge of web development technologies including a basic understanding of JavaScript and associated frameworks, including an understanding of CMS systems such as WordPress
- Ability to speak to, coach clients on, and use systems employing IMS Global interoperability LTI and QTI
- Excellent working knowledge of online learning and learning management systems
- Working knowledge of systems integration of educational systems, such as student information and learning management systems.
- Knowledge of the project management process, including Agile project management

- Excellent written and verbal communication skills, specifically phone-based conversations
- Ability to speak in professional forums, participate in panel discussions, and speak extemporaneously on web design-related subjects
- Ability to apply logical principles and analytical thinking to solve practical problems
- Ability to meet deadlines and handle diverse tasks simultaneously
- Strong interpersonal skills
- Ability to work and collaborate with other
- Ability to evaluate resources for applicability to projects
- Ability to work independently with minimal supervision
- Knowledge of training best practices and instructional design principles and ability to apply these practices and principles

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p>PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p>CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i></p>
<p>SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how</i></p>	<p>PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and</i></p>

<i>his/her behavior impacts others and incorporates insight into future interactions</i>	<i>roadblocks; Measures performance against goals; Evaluates results</i>
<p style="text-align: center;">ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p style="text-align: center;">PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i></p>
<p style="text-align: center;">DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.