Florida VirtualSchool

DEPARTMENT:	FLVS Global	**REPORTS TO:**	Manager, Client Technical Development
JOB CLASS:	Web Developer	**PAY GRADE:**	36
EXEMPT STATUS:	Exempt	**DATE:**	07/01/2015

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

POSITION GENERAL SUMMARY:
The FLVS Global Learning Systems Analyst assists the Software Architect in the planning, creation, and scripting of learning support systems to support FLVS Global clients. The Analyst develops programming scripts to support global and vendor applications, based upon the outcome of planning sessions. The Analyst assists in monitoring client systems, and provides system and client reports as necessary. The Analyst also provides tier-3 support for FLVS Global clients.

ESSENTIAL POSITION FUNCTIONS:
- Assist the Software Architect in planning, creating, and implementing systems that support the delivery of content to clients and partners
- Participate in the creation and/or modification of software applications/scripts to support delivery of content to learning platforms
- Analyze content delivery system performance and take action to optimize or correct deficiencies
- Develop and adhere to development standards that allow for the maintainability of code/scripts in a manner that supports team development
- Participate in the modification of software applications or architecture to resolve issues and plan for future growth
- Develop and support system monitoring and reporting for client usage
- Provide tier-3 support for FLVS Global client reported issues
- Provide a minimum of weekly status report updates for current projects
- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- 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 in Computer Science or Information Systems; or equivalent combination of education and relevant experience

- Industry certifications in software, systems, network or project management disciplines, preferred

Experience:
- Three years' development using at least one dynamic language
- Three years' working in team development environment

Knowledge, abilities and skills:

- Knowledge of PHP, Python, and/or Perl, preferred
- Working knowledge of learning management systems and APIs for those systems
- Knowledge of security protocols
- Strong knowledge of HTML, Javascript, and CSS
- Experience with writing scripts that interact with a database
- Fundamental knowledge of SQL and writing queries
- Experience with software version control, git preferred
- Experience with Java, C++, or C#, preferred
- Experience with Learning Tools Interoperability (LTI), preferred
- Practical experience with Unix or Linux automation and administration
- Thorough understanding of Internet data delivery concepts and protocols
- Exceptional critical-thinker
- Thorough understanding of network systems as they relate to applications
- Ability to work in small highly-dynamic groups participating in critical reviews of features and ideas
- Strong inter-personal skills
- Ability to work with end user clients, troubleshooting issues and communicating with them about incidents
- Excellent time management skills with the ability to meet deadlines, handle and prioritize simultaneous requests and manage laterally as well as upwards

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
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	*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*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
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,	*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*

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	*quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
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	*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"*
SELF KNOWLEDGE	PLANNING
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 his/her behavior impacts others and incorporates insight into future interactions	*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 roadblocks; Measures performance against goals; Evaluates results*
ORGANIZING	PROBLEM SOLVING
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	*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*
DRIVE FOR RESULTS	
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	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- 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.