



JOB DESCRIPTION: MANAGER, CLIENT SERVICES

DEPARTMENT:	Information Technology	REPORTS TO:	Senior Manager, Client Services
JOB CLASS:	Manager, Client Services	PAY GRADE:	38
EXEMPT STATUS:	Exempt	DATE:	06/19/2012

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 Manager, Client Services leads and provides subject matter expertise for 2nd tier support and configuration of packaged and custom applications with the FLVS organization. Specifically, the Manager, Client Services leads the implementation and supports technology systems for business applications including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Human Resource Information Systems (HRIS) in addition to other Line Of Business (LOB) applications used by the organization such as Learning Management Systems (LMS) or Student Information Management Systems (SIMS). The Manager, Client Services provides leadership in business software applications and provides direct consultative support to the Senior Manager, Client Services and manages designated IT vendor relationships.

ESSENTIAL POSITION FUNCTIONS:

- Manage vendor relations
- Directly supervise assigned staff; indirectly manage/lead others in a "Manager on Duty" capacity
- Provide leadership role in the set up and configuration of applications
- Provide leadership for 2nd tier support for business applications within the enterprise
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Lead recommendations for enhancing approaches for software support services
- Provide periodic reviews of team member performance using both formal and informal mechanisms
- Mentor team members in best practices and skills development
- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- Analyze performance of programs and take action to correct deficiencies
- Provide a minimum of weekly status report updates for current projects
- Assist in evaluating the technical staff of Application Services and vendor service performance
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- 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
- Master's Degree in Computer Science or Information Systems, preferred
- Microsoft Certified Technology Specialist (MCTS) in SQL Server, SharePoint or .NET Web Applications or other industry certifications in software, systems, or network disciplines, preferred

Experience:

- Seven years' supporting business applications
- Four years' deploying and configuring web applications
- Three years' writing SQL queries experience
- Eight years' Microsoft operating systems experience
- Two years' leading the support and delivery of business computer applications
- Experience with programming and .Net technologies, preferred
- Experience with leading the set-up, configuration, and support of specific business application packages including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Human Resource Information Systems (HRIS)

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Computer hardware and software knowledge
- Knowledge of technology solutions for the Internet, hand held devices, personal computers, and networks
- Knowledge of Relational Database Management System (RDBMS) concepts and ability to query SQL databases
- Ability to quickly learn business and manage end-user expectations and effectively manage time, resources and deadlines
- Ability to drive quality into the company culture by contributing to internal initiatives
- Strong interpersonal and customer service skills
- Ability to work with/for multiple employees and meet deadlines
- Strong verbal and written communication skills
- Ability to demonstrate initiative, exercise good judgment, and exhibit business savvy orientation
- Thorough knowledge of technology solutions for the Internet, hand held devices, personal computers, and networks
- Knowledge of Relational Database Management System (RDBMS) concepts and ability to query SQL databases

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>

MANAGER COMPETENCIES FOR SUCCESS:

<p>COMMAND SKILLS</p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p>CONFLICT MANAGEMENT</p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
<p>LISTENING</p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i></p>	<p>MANAGING DIVERSITY</p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i></p>
<p>DEVELOPING OTHERS</p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p>TIMELY, QUALITY DECISION MAKING</p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p>PROCESS MANAGEMENT</p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p>TEAM BUILDING</p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p>MANAGING & MEASURING WORK</p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p>COMFORT AROUND HIGHER MANAGEMENT</p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>
<p>MANAGERIAL COURAGE</p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- 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.