
JOB DESCRIPTION: MANAGER, IT QUALITY MANAGEMENT

DEPARTMENT:	Information Technology	REPORTS TO:	Senior Manager, Data Services & Compliance
JOB CLASS:	Manager, IT Quality Management	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, IT Quality Management leads a team of professional Quality Analysts who ensure that Information Technology (IT) products and services are delivered in a manner that consistently meets expectations and achieves the highest level of customer satisfaction and value possible. The Manager, IT Quality Management coordinates team resources to manage quality assurance and quality control practices throughout the IT department for hardware, software, networking and security. Additionally, the Manager, IT Quality Management is required to keep abreast of new technologies and industry trends and incorporate these when appropriate.

ESSENTIAL POSITION FUNCTIONS:

- Supervise and lead a group of Quality Analysts in the Information Technology department
- Provide oversight and guidance to team for the effective and timely development of acceptance standards that support the quality objectives of the IT department and FLVS
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Participate in strategic and long-range planning for FLVS Quality Assurance policies and procedures
- Provide periodic reviews of team member performance using both formal and informal mechanisms
- Mentor team members in best practices and skills development
- Escalate issues and problems to Senior Manager that prevents or hinders the team's ability to perform optimally
- Identify potential service level problems before they occur and implement or communicate solutions
- Lead implementation of departmental operating procedures, applicable security procedures and support/practice needs to ensure that the quality of service provided meets customer requirements
- Recommend and participate in the development and implementation of processes that improve efficiency and enhance productivity
- Create and execute QA and testing processes on systems, networks, hardware and software
- Perform quantitative data analysis to gauge effectiveness and efficiency of processes, customer satisfaction and product/service quality
- Critically evaluate information from multiple sources, reconcile conflicts, and interpret and communicate various levels of information

- Work collaboratively with all IT teams to develop standard operating procedures and quality goals that ensure consistently high-quality products and services are delivered efficiently
- Maintain records of quality assurance training provided to employees of the IT department
- Monitor the effectiveness of processes and standard operating procedures within IT, identify weaknesses and assist in implementing improvements
- Monitor compliance with quality standards through reviews and audits on products and services delivered by the IT department
- Evaluate requirement documents to ensure the clear, concise and verifiable information
- Develop and execute test plans that are traced to documented requirements
- Track network performance and impact on user productivity
- Analyze and document quality compliance by gathering relevant data and producing statistical reports
- Provide regular and timely communication to all IT teams on their performance regarding compliance with quality standards
- Report any deviations from established quality standards to the appropriate team and document corrective actions taken to ensure standards are suitable and understood by all members of the team
- Review any complaints received from IT stakeholders, assist in identifying the cause and recommend corrective action if required
- 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
- Certification from a Professional Organization specific to Software Development, Software Testing, or Quality Assurance, preferred

Experience:

- Five years' IT quality assurance and/or software development experience, including testing and/or programming
- Three years' leading, managing and/or supervising people
- Three years' web or desktop application technologies and relational databases experience
- Five years' Microsoft operating systems experience

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Knowledge of methodologies such as Six Sigma or Total Quality Management

- Knowledge of functionality, compatibility, usability, reliability, exploratory, load/stress testing practices
- Ability to facilitate and lead training sessions
- Demonstrable skills in the effective use of Microsoft Excel and Word
- Ability to effectively communicate with co-workers, peers and management through written and verbal communication
- Ability to handle recurring problems in a tactful manner

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS <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>	CUSTOMER FOCUS <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>
INTERPERSONAL SKILLS <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>	FUNCTIONAL /TECHNICAL EXPERTISE <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>

MANAGER COMPETENCIES FOR SUCCESS:

COMMAND SKILLS <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>	CONFLICT MANAGEMENT <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>
LISTENING <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>	MANAGING DIVERSITY <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>
DEVELOPING OTHERS <i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares</i>	TIMELY, QUALITY DECISION MAKING <i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and</i>

<i>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>	<i>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>
PROCESS MANAGEMENT <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>	TEAM BUILDING <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>
MANAGING & MEASURING WORK <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>	COMFORT AROUND HIGHER MANAGEMENT <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>
MANAGERIAL COURAGE <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>	

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.