DEPARTMENT:	Information Technology	**REPORTS TO:**	Director, Enterprise Technology
JOB CLASS:	Manager, Platform Development	**PAY GRADE:**	40
EXEMPT STATUS:	Exempt	**DATE:**	07/23/2012

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, Platform Development leads and provides subject matter expertise in the design, construction, support and documentation of custom websites and framework design of FLVS online courses. The Manager, Platform Development considers and evaluates the effects and impacts of software solutions from an organizational perspective as participates in the school's overall planning, development, and evaluation processes as required. The position provides direct consultative support to the Director, Enterprise Technology and manages designated IT vendor relationships. The Manager, Platform Development participates in all phases of the SDLC (software development lifecycle) in a highly collaborative, cross-functional team.

ESSENTIAL POSITION FUNCTIONS:

- Provide leadership role in the development and support of custom websites and framework design of FLVS online courses
- Lead the development and enforcement of development standards that allows for the maintainability of code in a manner that supports team development
- Provide oversight and guidance to their team for the effective and timely development of technology solutions
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Provide periodic reviews of team member performance using both formal and informal mechanisms
- Mentor team members in best practices and skills development
- Hire/terminate direct reports as well as approves staff reporting to the direct reports; included in this responsibility is the discipline, promotion, salary adjustment, etc., of staff
- Assist in the review of contracts for software and web development services
- Recommend the purchase of equipment and external consultants as necessary to assist in large Information Technology projects (within the guidelines established by the enterprise)
- Provide a minimum of weekly status report updates for current projects
- Apply best practices including change management, effective error handling and performance instrumentation
- Manage development of course framework API
- Support line of business development team by provisioning and maintaining necessary SharePoint and Salesforce resources and participating in the design, development, and deployment of solutions

- Analyze performance of courses and take action to correct deficiencies
- Execute the development and/or configuration of software applications to resolve issues and plan for future growth
- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- Demonstrate a high level of technical skill and understanding of technologies used within the team
- 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
- Industry Certifications in software, systems, network or project management disciplines; Microsoft Certified Technology Specialist (MCTS) in ASP.NET, Web Websites or Visual Studio Team Foundation Server; Microsoft Certified Professional Developer (MCPD), preferred

Experience:
- Seven years' developing and supporting custom enterprise website solutions
- Four years' leading the development and support of custom websites
- Three years' supervision, management or leadership experience
- Track record of successful, solution-based implementations utilizing contemporary programming languages such as C#, VB.NET, ASP.NET, Web Services, ADO.NET, J2EE, Struts, JSF, EJBs
- Advanced experience with client side technologies such as JavaScript, CSS, DHTML and others
- Experience with AJAX, XML, DOM, and XSLT
- Experience with cross browser and cross platform compatibility issues (Internet Explorer, Firefox, Safari, PC, Mac, etc.)
- Experience with Version Control Systems such as Microsoft Team Foundation Server, Visual SourceSafe, SVN, CVS or others
- Experience with Integrated Development Environments (IDE) such as Microsoft Visual Studio 2008/2010, Eclipse or others
- Experience applying best practices including change management, effective error handling and performance instrumentation
- Prefer at least three years of experience at a senior-level in advanced SharePoint administration, development or analysis

Knowledge, abilities and skills:
- Ability to work with and through people to establish goals, objectives, and action plans
- Thorough knowledge of technology solutions for the Internet, mobile devices, personal computers and networks
- Understanding of database concepts
- Knowledge of learning management systems and content management systems
- Knowledge of Section 508 compliance requirements
- Strong creative and aesthetic with graphics arts, design and layout skills

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, 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	*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*

MANAGER COMPETENCIES FOR SUCCESS:

COMMAND SKILLS	CONFLICT MANAGEMENT
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	*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"*
LISTENING	MANAGING DIVERSITY
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	*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*

DEVELOPING OTHERS	TIMELY, QUALITY DECISION MAKING
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	*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*
PROCESS MANAGEMENT	TEAM BUILDING
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	*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*
MANAGING & MEASURING WORK	COMFORT AROUND HIGHER MANAGEMENT
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	*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*
MANAGERIAL COURAGE	
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	

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.