Florida VirtualSchool

DEPARTMENT:	Information Technology	**REPORTS TO:**	Executive Director, Product Engineering
JOB CLASS:	IT Senior Manager	**PAY GRADE:**	40
EXEMPT STATUS:	Exempt	**DATE:**	July 21, 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:

The Senior Manager, Product Engineering leads a team of managers to develop technology solutions for FLVS. They are responsible for the timeliness, user effectiveness, quality, and budget compliance of their technology solutions. They provide leadership in the areas of architecture, development lifecycles, technology selection criteria, and management development. The position provides direct consultative support to the Executive Director, Product Engineering. They collaborate with other department heads to market and demonstrate the value of Product Engineering solutions to the organization. The Senior Manager, Product Engineering provides leadership in all phases of the development lifecycle in a highly customer focused, collaborative, cross-functional team.

ESSENTIAL POSITION FUNCTIONS:

- Lead the effective and timely development of Product Engineering's solutions
- Promote and lead key projects from conception to implementation
- Lead efforts to select appropriate technology, cloud, and platform solutions to support Product Engineering's solution development
- Assist the Executive Director, Product Engineering in establishing Enterprise Architectures to govern overall FLVS development efforts
- Assist the Executive Director, Product Engineering in developing best practices processes and standards including design, development, testing, and maintenance of FLVS code
- Assist the Executive Director, Product Engineering in developing effective strategies for using technology, training, and consultants in Product Engineering's solutions
- Lead the technical review of contracts for services delivered to Product Engineering
- Hire/terminate direct reports as well as approve staff reporting to the direct reports; included in this responsibility is the discipline, promotion, salary adjustment, etc., of staff
- Develop and mentor leadership pipeline
- Lead and manage assigned direct reports; Evaluate the assigned department structure for continual improvement in efficiency and effectiveness of the group, as well as assist in the development of professional and personal growth within the organization
- 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 Management Information Systems, Information Technology, Web Development, or related discipline; or equivalent combination of education and relevant experience

Experience:
- Seven years of experience working collaboratively with analysts, developers, and engineers to create complete solutions, required
- Five years of management/leadership experience in information technology solution development (including cloud/hybrid), required
- Experience working with vendors/partners to configure and develop software solutions

Knowledge, abilities and skills:
- Subject Matter
  - Expert understanding of personnel management methodologies
  - Expert knowledge of enterprise class application systems best-practice management processes
  - Expert understanding of enterprise information technology architectures (such as TOGAF, FEAF)
  - Expert understanding of web, mobility, and cloud application models
  - Expert understanding of platform application models (i.e. click-to-configure, templates, data definition)
  - Expert understanding of cloud/hybrid development application lifecycle (development, test, QA, production, maintenance)

- Personal and Teamwork
  - Strong leadership development skills
  - Desire to learn and help others
  - Strong interpersonal, organizational, and customer service skills
  - Strong verbal and written communication skills
  - Methodical, consistent and patient approach to troubleshooting
  - Desire and ability to take on new challenges
  - Ability to provide instruction to audiences of varying technical backgrounds
  - Creative and analytical thinker with strong problem solving skills
  - Ability to be self-motivated and show initiative to take on tasks
  - Expert project management skills with the ability to meet, through multiple managers, 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, 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: Virtual, VLC as required
- 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.