岗位描述：开发技术员

部门：专业学习

职位：技术员

级别：14

非豁免状态

日期：08/10/2012

我们的使命是提供高质量的，基于技术的教育，提供学生需要的技能和知识，以确保成功。

职位一般概要：

开发技术员提供日常的开发和维护功能的专业学习部门，包括解决开发相关的问题，由教职员工，员工和客户报告。开发技术员提供领导，管理，指导和协助，以确保所有用户开发相关的问题，问题和问题都在及时和有效的方式下得到跟进。开发技术员与其它团队成员密切合作，以确保用户和主管的期望得到满足或超越。服务可能提供针对影响FLVS培训产品，包括HTML和Web开发应用。开发技术员会与他人合作以识别问题，并提供必要的手把手支持。

关键职位功能：

- 协助进行开发和维护，以成功实现与Dreamweaver，Fireworks， instructional design和其他课程相关的专业发展活动
- 维持高标准的客户服务，显示每周开发帮助台软件统计的停机率90%的最低标准
- 提供手把手的支持和跟进与团队成员，使用调试技巧，指导，指令和其他行动作为所需
- 协助定期测试和审查FLVS产品/应用程序的开发，以确保潜在问题在最可能的早期被识别，并采取适当的行动来解决这些问题
- 协助更新FLVS培训材料，关注的课程，可用性，合适的技术，结果和部门设定的标准
- 协助再开发周期培训课程的协调与其他部门，以保持培训课程的最新状态
- 满足职业义务，通过有效的习惯，如，遵循截止日期，尊重会议和其他必要任务

所有工作职责可能会被建立特定的目标和/或目标。

（这些关键职位功能不能被解释为全部任务的完整声明。员工将被要求执行其他相关的职业职责。）

最低要求：

教育/执照/认证：

- 二年的学位；或等效的教育和相关经验
Experience:
- Two years’ web development technologies experience
- Two years’ development, design, and implementation of educational tools and resources

Knowledge, abilities and skills:
- Knowledge of the Web Development environment
- Knowledge MS Windows, MS Office applications, browsers IE; HTML and Macromedia Web Development applications
- Knowledge of commonly-used concepts, practices, and procedures within a particular field
- Strong interpersonal phone and email skills
- Ability to function effectively in a high demand environment
- Ability to prioritize tasks and follow through with employee and customer requests for assistance
- Strong, documented attention to details and customer satisfaction

Core Competencies for Success:

<table>
<thead>
<tr>
<th>Communication Skills</th>
<th>Customer Focus</th>
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<tbody>
<tr>
<td>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</td>
<td>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</td>
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<th>Interpersonal Skills</th>
<th>Functional/Technical Expertise</th>
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<td>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</td>
<td>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</td>
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INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<table>
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<tr>
<th>PEER RELATIONSHIPS</th>
<th>CREATIVITY</th>
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<td>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</td>
<td>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”</td>
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<th>SELF KNOWLEDGE</th>
<th>PLANNING</th>
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<td>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</td>
<td>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</td>
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<th>ORGANIZING</th>
<th>PROBLEM SOLVING</th>
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<td>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</td>
<td>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</td>
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<th>DRIVE FOR RESULTS</th>
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<td>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</td>
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PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC or remote, depending on duties assigned
- 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.