Florida VirtualSchool

DEPARTMENT:	Information Technology	**REPORTS TO:**	Manager, Platform Development
JOB CLASS:	Senior Platform Analyst	**PAY GRADE:**	39
EXEMPT STATUS:	Exempt	**DATE:**	December 6, 2016

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 Platform Analyst is a leadership position and considered part of the Platform Development management team. This is the senior position that facilitates and designs large complex projects that have complex/critical interactions with applications and platforms. The Senior Platform Analyst supports one Platform in an expert capacity, and will provide assistance on two or more other enterprise class application platform systems. The Senior Platform Analyst acts as a platform knowledge expert providing knowledge of functionality, best-practices, and limitations of their assigned platform. Working with the Business Analysts, the Architect Platform Leader, uses their knowledge to solve business problems. They work closely with Business Analysts to analyze requirements and select appropriate platforms and design solutions that meet the needs of the business while balancing the development, implementation, support, and maintenance costs. The Senior Platform Analyst is responsible for collaboratively designing the complete solution from implementation through support. Once designed, they implement, support, and maintain these solutions. FLVS Core Platforms include, but not limited, to Salesforce, ServiceNow, Sharepoint, and Workday. Solutions may require platform administration, configuration, interfaces, and custom code. The Senior Platform Analyst works closely with the team to create custom code, interfaces, and complex configurations. The Senior Platform Analyst works with the Infrastructure team to ensure the appropriate server platforms are available and secure, and with the appropriate continuity solutions in place. Working with the business analyst, the Senior Platform Analyst ensures FLVS is ready to accept and support the new solution. In addition, the Senior Platform Analyst coordinates the overall system administration strategy, executing the day-to-day configuration, support, maintenance, and improvement of their assigned platforms and related systems. At the direction of the Manager of Platform Development, the Senior Platform Analyst represents the Manager of Platform Development and functions as the team leader.

ESSENTIAL POSITION FUNCTIONS:

- Work with Business Analysts to review project requirements, and recommend appropriate platform solutions
- Advise the Manager of Platform Development on team workload, platform planning, and high-level design decisions
- Provide team leadership as directed by the Manager of Platform Development
- Mentor other Platform Leaders and Platform Architects in the functionality, best-practices, and limitations of their assigned platforms
- Work with Infrastructure Team to provide guidance on set up and configuration of platform servers
- Execute solutions design activities such as code functionality, data definition, page layout design, interfaces, and workflow definition.
- Maintain all IT standards including naming conventions, policies (i.e. documentation, security, etc.), and processes
- Design and implement role based security permissions and profiles. These roles will use the centralized FLVS SSO/AD authentication systems.
- Coordinate the implementation and maintenance of platform applications
- Lead in the implement the administrative and configuration elements of platform applications
- Lead in the modification and/or configuration of FLVS platforms to resolve issues and plan for future growth
- Assist the Business Analyst in providing initial and ongoing training and support to business unit end users

- Ensure platform data integrity by analyzing and monitoring performance data and any threshold limits, and work with the Infrastructure Team to take action to correct deficiencies
- Educate Business Analysts and other members of the team on new platform feature releases in order to maximize ROI
- 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
- Industry certifications in assigned platforms: Salesforce, ServiceNow, Sharepoint, and Workday required

Experience:
- Five to Seven years of experience working collaboratively with analysts, developers, and engineers to create complete solutions
- Five years implementing, supporting, and administering enterprise class application platform systems
- Experience with the setup, configuration, and support of enterprise class application platform systems. Specific experience with Salesforce, ServiceNow, Sharepoint, and Workday, required
- Experience supporting educational organizations, specifically K-12, preferred
- Experience working with vendors/partners to configure and develop software solutions

Knowledge, abilities and skills:
- Subject Matter
  - Intermediate SQL skills
  - Intermediate HTML and CSS
  - Intermediate Javascript
  - Intermediate understanding of all areas of platform functionality and have advanced knowledge of the key functions
  - 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 platform development application lifecycle (development, test, QA, production, maintenance)
  - Expert knowledge of and ability to apply platform support and troubleshooting methodologies
  - Expert knowledge of enterprise class application platform systems best-practice management processes
  - Intermediate knowledge of source-code repository practices

- Personal and Teamwork
  - Strong leadership skills
  - Desire to learn and help others
  - Strong interpersonal, organizational, and customer service skills
  - Strong verbal and written communication skills
  - Ability to work with/for multiple employees and meet deadlines
  - 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

- o Ability to be self-motivated and show initiative to take on tasks
- o Expert project management skills with the ability to meet 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*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
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	*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"*
SELF KNOWLEDGE	PLANNING
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	*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*
ORGANIZING	PROBLEM SOLVING
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	*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*
DRIVE FOR RESULTS	
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	

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.