

LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM POSITION ANNOUNCEMENT

Production Coordinator Louisiana Job Connection

Position Summary:

The business climate in Louisiana is improving dramatically, attracting new and larger corporations to do business in the state. With this tremendous economic expansion arise new challenges, not the least of which is the ability to place qualified job seekers in newly created positions.

Louisiana Economic Development (LED) has developed a website and marketing campaign that will promote a favorable image of the state as a place to live, work and do business that will also meet the talent recruitment needs of employers in the state.

As Production Coordinator, Louisiana Job Connection (LJC), the incumbent will support LJC technical development and user engagement by testing system modifications; he or she will support the Production Specialist with technical development, implementation of features and coordinating user feedback.

Responsibilities include all aspects of improving the LJC user and admin. Experience by receiving, discovering, tracking and solving technical software or design problems and guiding continual quality improvement.

Responsibilities:

Quality Assurance:

- Analyze and test new site features and applications in conjunction with partner agencies, department managers and private sector partners
- Test all system modifications and prepare for implementation of new features.
- Resolve employer and job seeker complaints as communicated by Outreach and Help desk staff, social media or others by investigating problems and developing solutions
- Assist in specifying market requirements and opportunities for current and future features by conducting market research
- Assist with tracking solutions across development teams as directed

Administrative and Team Support

- Support job seeker events, focus groups or online user surveys as needed to continue product development and improvement
- Assist with regular, ongoing analysis of site engagement and make strategic recommendations for changes and updates

Minimum Qualifications:

- Bachelor's Degree

- 1+ years of commercial or government software Q.A. or digital project management.
- Demonstrated knowledge of relevant technologies

Desired Qualifications:

- Strong written, visual and oral communications skills to effectively convey complex processes to both technical and lay audiences
- Well organized and with knowledge in all areas of software design and testing
- Able to work at both conceptual and detail level and learn new technologies very quickly
- Must be self-starter and able to work independently and efficiently
- Strategic planner with sound technical skills and good judgment
- Able to work in a fast-paced, team-oriented environment
- Logical thinker with the ability to handle tight deadlines
- Experience with Google Analytics is a plus

NOTE: Any college hours or degree must be from a school accredited by one of the following regional accrediting bodies: the Middle States Commission on Higher Education; the New England Association of Schools and Colleges; The North Central Association of Colleges and Schools; the Northwest Commission on Colleges and Universities; the Southern Association of Colleges and Schools; and the Western Association of Schools and Colleges.

Skill Requirements:

- Broad familiarity with system testing protocols, coding strategies and key languages
- Strong familiarity with one or more skill areas:
 - Development environment software
 - Object or component oriented development software
 - Operating system software
 - Program testing software
 - Web platform development software
- Microsoft Office Suite and contemporary web-based communications and file sharing technologies

Physical & Environmental Requirements:

- Ability to multi-task and coordinate activities to ensure timely delivery of work production
- Ability to travel and drive own or other vehicle to various locations as needed
- Ability to carry up to 20 pounds on an as needed basis

Additional Requirements:

- A valid Louisiana Driver's License
- Proof of motor vehicle insurance

In accordance with LCTCS Policy #6.036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Compensation:

Compensation will be commensurate with education and work experience. For more information about the Louisiana Community and Technical College System, visit www.lctcs.edu

Application Instructions:

Applicants for this position should submit 1) a cover letter that addresses the outlined job responsibilities, 2) a resume, 3) official college transcript (if required); and 4) the names and contact information of 3 professional/work-related references to:

Human Resources Specialist
Louisiana Community and Technical College System
265 S. Foster Drive
Baton Rouge, LA 70806

or via email to employment@lctcs.edu.

Applications will be accepted until the position is filled.