

LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM POSITION ANNOUNCEMENT

Production Specialist 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 Specialist, Louisiana Job Connection (LJC), the incumbent will guide the technical development of online products and services, including the design and implementation of features from original and existing ideas, user feedback and under further direction of position superiors. The incumbent will possess a unique blend of business and technical savvy; a big-picture vision with attention to detail and the drive to make that vision a reality. He or she will draw from industry experience to understand user needs and problems and will recommend innovative solutions for the benefit of the broader market.

Responsibilities include all aspects of guiding technical development, providing solutions to known and emerging technical problems, researching and implementing new features and reporting on progress and status of ongoing work.

Louisiana Job Connection's Production Specialist will also inform management and other team members of developing activity and products within the field; will make recommendations for changes in LJC product, service and policy accordingly.

Responsibilities:

Guiding Technical Development:

- Managing and tracking the product life cycle from strategic planning to tactical activities
- Prioritize new site features and applications in conjunction with partner agencies, department managers and private sector partners
- Conduct analysis on site engagement and make strategic recommendations for changes and updates
- Resolve employer and job seeker complaints as communicated by Outreach and via Help desk or others by investigating problems and developing solutions
- Specifying market requirements and opportunities for current and future features by conducting market research supported by on-going visits to customers and non-customers
- Monitor competition by gathering current marketplace information on product features on

other sites and recommends changes in products, service and policy by evaluating results and competitive developments

- Driving and tracking solutions across development teams, primarily Development/Engineering, and Marketing and Communications
- Conduct regular, ongoing analysis of site engagement and make strategic recommendations for changes and updates

Quality Assurance:

- Test all system modifications and prepare for implementation of new features
- Develop and engage testing protocols to continually address system or user impacts of all kinds
- Develop and deploy a bug tracking system, document software defects

Reporting and Administrative Support:

- Informs management and other team members by developing activity and results reports, such as weekly work plans, and monthly and annual analyses
- Support job seeker events or online user surveys as needed to continue product development and improvement

Minimum Qualifications:

- Bachelor's Degree
- 3+ years of software marketing and project management experience
- Demonstrated knowledge of relevant technologies
- Exceptional written, visual and oral communications skills to effectively present product features, bugs, processes and solutions to team members with diverse areas of expertise
- Well-organized with knowledge in all areas of software product development and marketing
- 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
- Programming experience, competency with HTML, XML, CSS
- 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.

Preferred Experience:

- Experience supervising a professional staff of 2-5 people
- Strong, effective communicator
- Excellent written and verbal communication skills

- Proven leadership and teamwork skills
- Ability to coordinate the efforts of a large team of diverse creative employees
- Ability to lead in an environment of constant change

Skill Requirements:

- Proficiency in Microsoft Office products
- Broad familiarity with coding strategies, system testing protocols and key languages
- Ability to read and edit basic HTML
- 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
- Ability to work outside of standard business hours occasionally for scheduled releases

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.