



Director of Product Support & Software Application Implementation

Position Overview

U.S. Figure Skating, the National Governing Body (NGB) for the sport of figure skating, located in Colorado Springs, Colorado, is accepting applications for the position of Director of Product Support and Software Application implementation. In working with the Program Manager, the Director of Product Support & Software Application Implementation is responsible for assisting in the planning, evaluating, and executing of all implementation of USFS product application according to the organization's strategic goals, roadmap, predetermine timelines and budgets. Additionally, this person will oversee the Product Support department ensuring that the products we have developed are fully and appropriately supported in assisting our end users. Finally, to assist the Program Manager in developing and managing the functional requirements, ensuring quality control throughout project life cycles, and achieving operational objectives in accordance to the strategic plan related to technology are central to this position.

Responsibilities

Product Support

- Oversee the product support department
- Weekly updates to management of task list, application defects and hot fixes addressed via ticketing system
- Establish departmental standard operating procedures (SOP's) to include response time to stakeholders
- Coordinate with business units to support new product developments and existing product enhancements.
- Work with development team in performance analysis of new products and enhancements.
- Analyze industry trends and market demands to recommend product enhancements.
- Work with support team to provide product support and assistance to customers.
- Oversight in providing product trainings to staffs and customers.
- Work with support team to evaluate complex customer problem, identify root causes and derive resolutions.
- Guide support team in addressing stakeholder problems within established response time.
- Develop knowledge bases and FAQs for product support activities.
- Discuss all production support aspects with application development management.
- Interact with infrastructure, release management, change management, QA, DBA and application teams.
- Collaborate with management to improve and customize reports related to production support.
- Prioritize issues raised and resolve it accordingly and establish SLA including an escalation process.
- Coordinate escalation and resolution of major service issues.
- Report promptly to management and business partners regarding critical outages until resolution.

Software Application Implementation

- To work with the Program Manager and stakeholders to complete the 5-year plan, goals, deliverables, and remain within the project scope, and stay within the allocated budget and project timing.
- To define business requirements, functional requirements, and document process flows and diagrams.
- Provide functionalities guidance to the technical team and play the key quality assurance role.
- Serve as an EMS/LTS/ MMS subject matter expert to provide trainings to end-users.

U.S. Figure Skating is committed to making decisions regarding recruiting, hiring, promoting, assignment, training, termination, and other terms and conditions of employment without unlawful discrimination on the basis of race, color, national origin, sex, sexual orientation, gender identity or expression, religion, age, pregnancy, disability, work-related injury, covered veteran status, political ideology, genetic information, marital status, or any other factor that the law protects from employment discrimination.

- Serve as an EMS/LTS/ MMS subject matter expert to provide trainings to end-users.
- Serve as liaison between the users and the technical implementation team on User Acceptance Criteria.
- Research on existing systems and procedures and make improvement recommendation to Program Manager for possible new projects.
- In coordination with the Program Manager, collaborate with all stakeholders and manage all functional requirements.
- Provide a Sprint project schedule to identify when each task will be performed.
- To coordinate with the Program Manager in communicating expectations to team members and stakeholders. Act as a mediator between stakeholders and team members.
- Resolve any issues and solve problems throughout project life cycle.
- In working with the Program Manager and stakeholders, manage project scope by ensuring any changes to scope are documented and approved with project Change Request (CR).
- Ensure all project documents are safely archived following project completion.

Job Requirements

- College degree in business / information management preferred, or 10 yrs. experience in related Figure Skating business.
- Extensive knowledge and understanding of US Figure Skating organizational structure, business rules and competition structure.
- Work experience in project management and/or functional leading.
- Proven records of leading cross-organizational projects proactively and to collaborate with the development team to complete projects on time and on budget.
- Excellent communication, leadership, problem solving, and analytical skills.
- Ability to triage defects, prioritize the tasks, and assign to delegates for completion.
- Ability to adapt and respond rapidly to changes in environment and priorities.
- Experience implementing processes/methodology in a diversified organization.
- Experience working in a team-oriented, collaborative environment.

Classification: Exempt (Salaried position)

Reporting Requirement: Reports to U.S. Figure Skating Program Manager

Pay: Commensurate with experience

Application: Send letter of application: mrede@usfigureskating.org. Please have references available upon request. No calls will be accepted. Review of resumes and applications will begin immediately, and applicants will be accepted until the position is filled.

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