

JOB TITLE:	Associate Web Developer/Application Support Analyst
REPORTS TO:	Director, Product Engineering
EFFECTIVE DATE:	Immediately
STATUS:	Exempt
CLASSIFICATION:	Business, Sales, and Development – Technology
LOCATION:	Washington, DC

CenterPoint is hiring an Associate Web Developer/Application Support Analyst to join the organization's Products and Services Team.

CenterPoint offers a comprehensive benefits package, including medical, dental, and vision insurance; 403b retirement plan with a company match; PTO and 10 paid holidays plus the days between Christmas and New Year's Day; and a flexible work environment.

POSITION SUMMARY

The Associate Web Developer/Application Support Analyst is responsible for supporting all aspects of CenterPoint's technology solutions, including providing direct client support around the use of our technology offerings, developing technology platform code, importing and exporting content, and supporting the products and services team in developing innovative technology solutions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Associate Web Developer/Application Support Analyst's main duties and responsibilities include but are not limited to the following:

Product Development Support and Project Management

- Provide internal technical support to the CenterPoint Products and Services Team to assist with building activities in our item authoring/content development platforms, tagging data, maintaining accurate records of content IP and content bank resources, and managing data reporting from various platforms for internal decision-making.
- Manage import and export of content (may be through QTI, API, and/or LTI processes). Will include exporting of reports and data from our platform to share with clients and regular reports on item and activity data for internal staff decisions.
- Support a variety of technical development projects by assisting the Director of Product Engineering as needed (including but not limited to debugging code, developing new code, providing web development support).
- Assist in the development of multi-media content, including editing of video and audio files.
- Support the comprehensive project management schedule/agile release schedule including milestones, deliverables, resource allocation and other factors required to ensure ongoing technical product growth and maturity.

- Support product development, including but not limited to on-going refreshment of content by working with the Products and Services team to ensure technology solutions are efficient and cost effective and developing marketing and sales materials (working with the leadership in communications).
- Communicate clearly in writing with all leaders within CenterPoint, associated contractors/vendors, and clients to support on-going and proactive risk management, project management, and client services.

Client Services

- Provide customer facing technical support for districts and schools using CenterPoint products and services, including support in understanding how to access platforms, roster students and educators, set user profiles, etc. Will also provide assistance in rostering using a Clever integration and provide rostering support for any clients not using Clever.
- Provide demos to potential clients of new and existing products and services available via CenterPoint platforms.
- Support development of RFP responses and client proposals as needed where technical specifications must be provided.
- Foster strong relationships with clients to provide accounts managers and customer services supports personnel for CenterPoint solutions.
- Research, analyze, recommend, and support districts and states to implement new technologies, standard processes, tools and techniques based on an understanding of state policy, existing technology infrastructure and assessment needs.
- Provide onsite technical support to office personnel in the CenterPoint main office in Washington DC.

REQUIREMENTS: EDUCATION, EXPERIENCE AND COMPETENCIES

- Bachelor's degree in Computer Science, Information Systems, Engineering, or related field is recommended.
- Relevant technical experience should include:
 - Experience with multiple Web and Application Server, cloud-based environments including Amazon Web Services
 - Experience with multiple operating systems
 - Experience with rapid application development, rapid prototyping, and iterative approach to projects
 - Knowledge about distributed computing
 - Experience using Learning Management Systems applications such as Moodle and Canvas
 - Experience with a range of programming language (e.g. PHP, Drupal, Wordpress, Python, and/or other open source technologies and programming solutions)
 - Knowledge of and experience with HTML, Javascript, React, and other JS models; Mobile responsive development experience; various other interactive technologies; version control, and code review processes.

- Familiarity with Clever, or previous experience working with educational system rostering solutions including Clever
- Experience with how to debug an application issue(s) and figure out solutions to potentially complex software bugs
- Familiarity with APIs and how they work; willingness and ability to work with API code, and experience in the layout and architecture planning for integrating multiple platforms a plus
- Familiarity with engineering and architecture processes for small to medium infrastructures and ability to analyze potential solutions
- Experience with cloud environments a plus.
- Experience working at the state or district level to design and implement integrated information management systems, instructional management systems, and/or online student assessment systems a plus.
- Experience in large-scale programs designed to assess cognitive skills and knowledge a plus.
- Experience working effectively in an entrepreneurial, collaborative environment, and ability to work in harmony with a diverse group of highly motivated and capable individuals.
- Strong diplomatic skills in forging partnerships and effective working relationships internally and externally.
- Ability to work well under pressure, handle multiple priorities, and make deadlines while maintaining a strong attention to detail.
- Comfort and experience working in a fast-paced and highly dynamic work environment.
- Excellent oral & written communication skills and strong project management skills (certification preferred).