



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Product Experience Specialist</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt
Department:	SIS Project	W/C Classification	8868 – Faculty/Administration
Reports To:	Director of Software Engineering	Compensation	\$28.00 - \$34.00/hour

SUMMARY

Advance the mission and vision of TMUS by collaborating with the Software Engineering team and campus stakeholders to meet and advance organizational needs related to the SIS Project. This role functions under the guidance of the Director of Software Engineering to maximize project success, maintain campus stakeholder relationships, and deliver timely results.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proactively collaborate with stakeholders to identify and translate business needs into interfaces and project tasks.
- Actively maintain the visual design language of the SIS Project, working under the leadership of the Director of Software Engineering.
- Collaborate with outside partners and TMU Marketing on brand guidelines, design philosophy, and compliance.
- Collaborate with Software Engineering to create training materials, documentation, process diagrams, change logs, and other project artifacts for IT initiatives.
- Manage ongoing communication and training efforts for SIS functionality, development updates, and other IT initiatives, both in group and individual settings.
- Collaborate with Software Engineering on React front-end design and development for the SIS Project.
- Participate in team daily standups and utilize agile development best practices.
- Update knowledge through ongoing study of UI/UX principles, project management techniques, and interpersonal communication skills.
- Report to the Director of Software Engineering.
- Performs other related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Excellent written and verbal communication skills.
- Strong organizational and interpersonal skills.
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.

- Understanding of agile development principles and best practices.
- Ability to collaborate over remote work platforms with team members and stakeholders.
- Highly self-motivated and passionate about understanding business needs and improving user experience.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience, Master's degree preferred.
- Experience training end users on software functionality and business process change.
- Experience working with the following technologies: React, Web APIs, HTML, CSS, JavaScript.
- Understanding of agile development principles and best practices.
- Proficient in Microsoft Office Suite or similar software.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- Ability to sit and work at a computer workstation for extended periods throughout the workday.
- Frequent use of a computer, keyboard, mouse, and other office technology requiring repetitive hand, wrist, and finger movements.
- Ability to communicate effectively in person, by telephone, video conference, and email.
- Visual ability to read computer screens, technical documentation, and printed materials with or without reasonable accommodation.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.
- No travel with overnight stay expected.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of, or combination of, race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.