U.S. Figure Skating
Manager, Product Support

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 Manager, Product Support. U.S. Figure Skating is a member of the United States Olympic & Paralympic Committee (USOPC) and the International Skating Union (ISU).

U.S. Figure Skating is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, gender, gender identity or expression, sexual orientation, age, disability, or any other status or characteristic protected by law or regulation. We are committed to building and sustaining a diverse team by maintaining hiring and recruiting processes that are free from bias.

Responsibilities Include: Reporting to the Director, Product Support, the Manager, Product Support is responsible for providing product support for U.S. Figure Skating products including, but not limited, to Membership Management System (MMS), Event Management System (EMS), and Learn to Skate USA (LTS). The Product Support Manger will also assist IT operation support including data management and documentation.

Qualifications:

- Bachelor's Degree in business or computer related field.
- 3+ years of product support product experience
- 3+ previous management experience in a product support environment
- Excellent critical thinking skills, demonstrated problem solving abilities, and analytical skills
- Demonstrated ability to handle multiple, changing priorities and deliver results with high degree of accuracy
- Proven track records of triaging product defects, prioritizing the tasks, and delegating for completion
- The Project Management Professional (PMP) certificate is a plus
- Solution oriented, self-motivated, and willing to gain Figure Skating domain knowledge
- Excellent presentation, writing, and communication skills are required.
- Figure Skating experience is a plus.

Classification: Full-time, Exempt

Reporting Requirement: Reports to the Director, Product

Pay: Commensurate with experience; Annual Base Salary Range $45,000 - $55,000

Application: Send cover letter, resume, and three references:
Cassy Papajohn
U.S. Figure Skating 20 First St.
Colorado Springs, CO 80906
cpapajohn@usfigureskating.org

Please note telephone calls will NOT be accepted.
Review of applications will begin immediately. Applications will be accepted until this position is filled. Applicants must be authorized to work in the United States. USFSA will not consider candidates who require sponsorship for a work authorized Visa, nor will we sponsor a work-authorized Visa in the future.

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Description of Responsibilities

Duties and responsibilities include, but are not limited to, the following:

- Supports product users by managing U.S. Figure Skating product defects including, but not limited to Event Management System (EMS), Membership Management System (MMS), and Learn to Skate USA (LTS)
- Supports Clubs or Local Organizing Committees (LOCs) by providing training opportunities and producing user documentation and videos for all U.S. Figure Skating products through hosting webinars, seminars, and recording / publishing YouTube video.
- Supports U.S. Figure Skating competitions by assisting competition organizers and EMS administrators in setting up competition and practice ice schedules, entry management and other tasks to ensure every competition is running smoothly.
- Supports users in the process of submitting SafeSport training and background screening.
- Documents all internal processes around database needs / requests and IT software use.
- Assists Product Functional Manager in documenting end user manual and user's guide.
- Assists in triaging product defects and tickets, analyzing product defect root causes, helping determine the defect severity and priority, and collaborating with the development team(s) and business stakeholders on issue resolutions.
- Assists Quality Assurance (QA) Engineer in testing new features and functionalities, organizing and carrying out the execution of User Acceptance Testing (UAT)
- Manages end-to-end HotFix defects process including classifying, triaging, and proposing work around and solutions.
- Receives incoming customer support calls including, but not limited to, MMS, EMS, LTS and compliance for the various member groups and assist as requested.
- Assists data management and document data management procedures. The activities include, but not limited to, providing on-demand support by generating queries for data reporting, data integrity, and data cleanse, and documenting these data related activities.
- Assists release management by conducting smoke testing as a Post Go-Live QA mechanism from customer support perspective.
- Follows product support procedures to manage tickets being submitted by end-users and update as necessary. Meet SLAs in managing support tickets.