Program Manager - Web Development / Software Engineering Programs

Nashville Software School is hiring a program manager to guide our web development training programs. As program manager, your role spans a range of responsibilities that overlap with what one might expect in tech industry roles such as product manager, project manager, and program manager.

We strongly encourage candidates of all backgrounds and identities to apply. Each new hire is an opportunity for us to bring in new perspectives and experiences. Just as NSS is committed to helping improve the diversity of the Nashville tech talent pool, we are eager to further diversify our team.

About the Job and the Work

An NSS Program Manager has a multi-faceted role. Part of the role is operational monitoring and decision-making relative to the day-to-day delivery of our web development programs, from admissions through to graduation and job placement. Another part of the job is monitoring the pulse of the Nashville job market, how employers' talent needs -- in particular junior talent -- are evolving, and understanding what that means relative to the content and skills we need to target in our classes. And part of the job is working with the instructional team, the career development team, marketing, employer engagement, operations and everyone else at NSS to ensure everyone is on the same page to support the roll out of improvements to existing programs or the creation of whole new programs.

Our Lead Instructors and their instructional team(s) are responsible for building curriculum content and delivering classes using that curriculum. As program manager you are responsible for identifying what should be in the curriculum in the first place - what topics need to be taught, what skills we are trying to ensure our students acquire.

Your day-to-day program operational responsibilities revolve around four existing programs: 1) full-time web development bootcamp, 2) part-time web development bootcamp, 3) full-time front-end design/development bootcamp, and 4) web development jumpstart. These programs, especially the first two, are the original programs at NSS and are still today our core programs in terms of students graduated, employer engagement, and revenue generated. Your initial focus

as the new program manager will be on understanding these programs and our operational processes surrounding them. You will report directly to the Director of Learning Programs.

As part of the operational role, you will become a member of the Admissions Committee that reviews all applications and interview results and decides which applicants will receive offers to your programs. You will also learn our interviewing techniques and become a member of the interviewing team for your programs. You'll coordinate with the learning, marketing and operations teams regarding when to open and close applications for each class offering, class schedule dates, the rotation of technologies taught in classes, etc. You will work with the learning programs and marketing teams regarding recruitment and promotional schedules for your programs and will provide related content to the marketing team as needed. You'll also need to learn the regulatory environment in which NSS operates.

You will have an opportunity to work with the NSS team to help evaluate opportunities and needs for ongoing professional development training for local tech talent. You will need to understand the local and national environment within which NSS operates. You will monitor and analyze the local competitive environment for training new tech talent and existing talent. You will also track industry and national trends among coding bootcamps, universities, other vocational programs, etc. You will keep the rest of the team apprised of trends and threats as well as opportunities.

As opportunities are identified, you will help design new program offerings, coordinate the development of those new program offerings, and plan and coordinate the rollout of those programs. NSS has committed to creating a robust offering of continuing education/professional development as part of our long-term strategic vision but we're in the early stages of deciding how to accomplish that goal. You will have an opportunity to play a major role in rolling out this strategy.

About You

First and foremost, you are excited by the idea of helping individuals launch and grow their careers. You see - and feel - something in the work we do that aligns with your personal values and resonates with you emotionally. You see ways in which helping NSS sustain and expand its ability to have impact on individuals, their families, and our community will provide growth and opportunity for you and your career.

You know and enjoy technology and technologists. You've worked in software development and understand that world. You are organized. You are creative. You can work at a high level and you are a good systems thinker. But you can also dive down into the detail if that's what is required to get the job done.

You love to work on teams and achieve goals with other people. You are a "we/us" person instead of an "I/me" person. You're comfortable with the idea that your responsibility is broader than your authority. You are able to work cross-functionally to get things done even if you don't

manage the resources that do the work. You're able to work independently and accept a high level of accountability.

You're ok with your ideas and proposals getting a vigorous review - in fact, you seek it because you're more interested in getting the best answer instead of getting your way. You're willing to advocate for your proposals and plans but also able to execute just as vigorously when it's not your plan. You know how to build coalitions and negotiate for support in an environment where we're always trying to do as much as we can with as little as we can.

You're comfortable with change in a relatively high-growth organizational environment. You know that the way we do things today can't stay the same for two or three years if we sustain growth in the 20% to 50% a year range. You know that part of your role is to be an agent of change and growth and that you'll have to help manage the impact of that change on others and the organization.

About Pay and Benefits

NSS pay is competitive but as a non-profit we're never going to be able to match what the best for-profit tech companies in Nashville can pay. We offer a strong benefits package including ample holiday and vacation time, significant contribution by the company towards multiple health insurance options, and a retirement plan including company matching. We also invest in the ongoing professional development of all of our team members each year through classes, conferences, or other growth opportunities.