

## Job Description: First Line Manager

**Job Title:** First Line Manager

**Division/Department:** Cappyments, Internal Systems

**Reports to:** Executive Manager.

### PURPOSE OF ROLE

The First Line Manager within the Cappyments, Internal Systems department is responsible for overseeing daily operations, managing a team of programmers, and ensuring productivity targets are met. This role involves coordinating workflow, providing guidance and support to the programming team, and resolving any operational issues that arise.

### PRIMARY RESPONSIBILITIES

- Supervise and coordinate the activities of the programming team.
- Set performance goals and objectives for the programmers.
- Monitor programmer productivity and performance.
- Train and develop programmers to enhance their skills and capabilities.
- Resolve conflicts and address programmer concerns.
- Ensure compliance with company policies and procedures within the programming team.
- Collaborate with other departments to optimize processes and achieve organizational goals.
- Prepare reports and updates for Caron Elferink, the Department Manager.

### REQUIREMENTS

#### Education

- Bachelor's degree in Computer Science, Software Engineering, or a related field.
- Previous experience in a supervisory or managerial role, preferably in a software development environment.
- Strong leadership and communication skills.
- Ability to understand technical concepts and communicate effectively with programmers.
- Knowledge of programming languages and development methodologies.

## QUALITIES AND SKILLS

### Skills & Ability:

- Excellent verbal and written communication skills.
- Strong knowledge of programming / systems analysis, as well as quality assurance, and integration functions.
- Candidate must have an extremely high level of energy, drive, and creativity to solve complex business problems; possess strong leadership capabilities.
- Have a high tolerance for ambiguity and an ability to work and thrive in a fast-paced, customer centric and sales focused entrepreneurial environment.
- Excellent knowledge in system architecture and networking.

### Leadership:

- Generates enthusiasm among team members.
- Challenge's others to develop as leaders while serving as a role model.
- Manages the process of innovative change.

### People Management:

- The formulation of KPIs per resource and role
- Conducts KPI discussion biannually
- Stakeholder Management: Manage internal and external stakeholders
- Effective Performance Management of direct reports
- Development of staff in line with business requirements
- Facilitates effective team interaction.

### General

- Good analytical skills
- A challenging and enquiring mind
- Attention to detail and tenacity
- Understanding of common software failures and faults
- Knowledge of the domain
- Knowledge of the system or application-under-test
- Experience in a variety of testing efforts
- Conflict management