Programmer Analyst - Networks

The Programmer Analyst - Networks will establish, operate, maintain, and co-ordinate the use of local and wide area IVR applications, networks, hardware, software and related computer equipment. They set up and maintain Internet and Intranet Web sites and Web-server hardware and software, and monitor and optimize network connectivity and performance including signoff and production migration.

The job will cover a wide range of tasks and responsibilities. The primary role will be in providing remote support to our client's IT infrastructures and users. Troubleshooting is required to debug and fix reported issues on existing applications.

Responsibilities:

The job will cover a wide range of tasks and responsibilities.

- Providing phone and email support to our clients.

- Providing onsite support at our clients' offices.

- Entering and managing tickets for all problems and tasks

- Documenting problem resolutions by way of tickets and knowledge base articles.

- Design and develop application components in Java backend interfaces to MS-SQL/Webservices/Oracle etc

- IVR call flow development

- Maintain and modify components developed in JAVA, J2EE, VB 6.0, C++

- Create technical documentation.

- Providing patch management outside of regular business hours.

You will execute proactive maintenance tasks and provide services for clients with managed service contracts. You must be able to work evenings or occasional weekends.   You will carry a BlackBerry or other mobile device for communication with the team.   From time to time, you will also carry a pager in rotation with other members of the team. A car is required to get to some of our client sites and a mileage subsidy is paid for the use of your car for business.

Soft Skills:

Accountability: A demonstrated ability to manage workload on projects and tasks from conceptual planning through to deployment and implementation.

Consulting: Contribute to assessing clients' needs analyzing current system and design deficiencies.

Awareness: Identify opportunities at client sites based on business needs and the solutions available in the market.
Service: Excellent client service skills, go above what is required to ensure client satisfaction.

Problem Solving: Analytical thinker and systematic problem solver.

Detail Oriented: Pays attention to detail and understands the cause and effect of system related changes.

Technical Skills:

Ability to install, configure, manage, troubleshoot the following technologies is important to this role.

- experience in Java and Databases/Web services
- Trouble shooting skills along with the ability to asses system impact
- Experience with IVR or call center products an asset. Any experience on Genesys Voice Portal (GVP), Cisco Voice Portal (CVP), Intervoice or Syntellect portfolio would be great asset.
- Microsoft Windows Platforms (XP/2003/**SBS**/**2008** R2/Windows 7)
- Basic troubleshooting using both native and third party tools.

Skills and Qualifications:

- High School Diploma or GED is minimum requirement
- College, IT Training or other certificates preferred
- Able to achieve industry certification within 4 years
- Ability to make decisions with minimal guidance
- Ability to multi-task and respond effectively under strict time frames and priorities
- Excellent communication skills (oral and written)