

## **Product Support Engineer**

Systemgroup is an award-winning Microsoft Gold Certified Partner, who attracts and hires the exceptional people who are able to interact with customers, quickly understand their business issues and translate that knowledge into high value business solutions.

We are actively seeking a Product Development Engineer to fulfill the growing demand in our Custom Development team.

### **Highlights of the job include:**

- Helping customers solve technical issues with our products.
- Answering questions from customers and prospective customers about the features and capabilities of our products.
- Developing customer-facing documentation for our software products on an as-needed basis.
- Communicating customer needs and wishes to our development and engineering staff.
- Develop a deep understanding of our software products
- Work with developers to identify and resolve more complicated problems
- Address urgent issues quickly, in particular with regards to database availability and performance.
- Document exceptions and fixes for inclusion into core product
- Diagnose and fix bugs in core ASP.Net applications, the SQL Server 2005+ BI Stack
- Comfortable setting up new servers, optimizing existing servers and be able to perform performance diagnosis, monitoring and maintenance

### **To be successful in this role, you should have experience with:**

- Degree in Computer Engineering, Electrical Engineering, Computer Science or other relevant discipline and 3 years of hands-on experience with ASP.Net and Microsoft SQL Server 2005+ in a corporate environment
- SQL Server database administration experience
- Experience managing multiple MS SQL 2005+ environments
- Experience with Microsoft SQL Server BI stack: SSIS, SSRS, SSAS
- Strong self-sufficiency and initiative working with MS SQL database projects
- Experience interfacing with Customers and External users
- Strong communication skills with the ability to work with different levels of the organization
- Excellent time management skills with the ability to manage multiple competing priorities

### **Desirable factors for this role are:**

- Experience with one or more of the following industries: Mining, Healthcare, Finance, and Insurance.

- Experience with SQL Server Replication
- Experience with high availability SQL implementations
- Experience with Microsoft SharePoint 2007+

All Systemgroup employees enjoy a competitive package of above-market compensation, banked overtime, flexible work environment, and accelerated career development paths.