

CorasWorks – Software Support Engineer

Position Overview

CorasWorks is seeking Support Engineers who excel in locking on a customer issue and not resting until it is solved. Qualified candidates will have experience in handling the pressures of a support desk and completing support items professionally, as well as being able to prioritize and manage simultaneous requests. Knowledge of Microsoft Windows SharePoint Services, Windows Server, CSS/JavaScript, SQL, and SharePoint Designer are valuable.

Duties & Responsibilities

The Support Engineer is the first line of communication for our company when customers have a question. Having a high amount of professionalism, responsiveness, and product knowledge is critical to our customer's success. The Support Engineer is responsible for:

- Answering questions arriving by email and telephone, within the stated SLA;
- Solving issues related to the installation of SharePoint and/or CorasWorks software;
- Assisting the customer in their understanding of CorasWorks software

Skill, Experience & General information Required:

This position requires a person who can work with business and technical people, always ensuring that the customer is successful. In order to qualify for this position, applicants must meet the following conditions:

- Excellent speaking and business writing skills, with the ability to communicate to both the Business and Technical audiences;
- Ability to apply concrete solutions to abstract business concepts and bring clarity to support situations;
- An understanding of the architecture of SharePoint and collaborative solutions;
- Work independently with little supervision;
- Experience in problem solving and documenting solutions in a technical environment

Key Technologies

This position requires a solid understanding of the following technologies:

- 1+ years Windows administration
- Familiarity with Microsoft SharePoint, including MOSS, WSS, and/or Foundation
- Familiarity with Microsoft SharePoint Designer, as well as Office 2007
- SQL server experience is a plus, as is experience with Active Directory
- ASP/XML, CSS, HTML and JavaScript scripting experience useful
- Call Center and/or technical support experience helpful

Benefits Overview

- Virtual Position with company paid office expenses (Phone, Internet)
- Stock Options
- 100% Medical Insurance