

**TITLE: SOFTWARE ENGINEER****POSITION SUMMARY**

The Software Engineer is a Calabrio product expert and the development escalation point for the support organization. The Software Engineer customers include TAC (Technical Assistance Centers) and our product marketing organizations. When technical support engineers escalate an issue, the Software Engineer is responsible for making sure all customer issues are addressed in a timely and efficient manner. The Software Engineer is mainly responsible for analyzing logs, designing, coding and testing as well as supporting software components for Calabrio Packaged Products along with the responsibilities of multi-tasking between development and customer facing issues.

**CORE EXPECTATIONS**

- Ability to implement in different coding languages and development environments.
- Understand and utilize source control practices in a software development environment
- Employ good software development practices to produce error free code
- Responsible for design reviews, coding modules, code reviews, unit test, and system integration test.
- Participate in design and code reviews, also responsible for the development of unit and SIT test plans
- Provide technical support (both technical and configuration) for Calabrio core products for customers through the TAC organization.
- Review manuals, release notes, compatibility matrix's and patch documentation for possible issue resolution
- Ability to isolate problems and determine defects by comparing behavior of software to product specification
- Strong debugging skills including the reproduction of issues in a lab environment
- Ability to create and achieve results around an action plan based on the information gathered during the bug isolation process
- The ability to isolate a problem while analyzing logs associated with a customer issue
- Fix software defects and generate workarounds
- Troubleshooting problems that TAC support is unable to bring to resolution
- Provide additional debugging and analysis above and beyond what TAC has done
- Act as On-Call Support in a rotation during evening and weekend hours.
- Execute a detailed problem escalation procedure within Calabrio and with other external system providers
- Provide timely status updates of case resolutions to the necessary parties in regards to issues being worked on
- Support Deployment Engineers and Application Consultants when they are on site and act as a liaison to appropriate engineering resources during installation or upgrades
- Meet service level agreements set by the Support Manager or Director

## CORE COMPETENCIES

- Good troubleshooting and problem solving software skills
- Good verbal and written communication skills to interact with team members and senior support personnel
- Good interpersonal skills to interact with team members, high level personnel and customers.
- Ability to work independently and as part of a team
- In depth knowledge of products and systems they integrate with
- Able to manage difficult and stressful customer situations
- Must possess attention to detail and a sense of urgency
- Capable of simultaneously managing several tasks
- Basic knowledge of proper syntax in an OO language such as **C++ and/or Java**
- Basic knowledge of software engineering techniques – OO design, etc.
- Basic knowledge of RDBMS and OS
- Experienced with software dev tools including IDEs, debuggers, memory analyzers and code profilers

## WORKING RELATIONSHIPS

- Report to a software engineer team lead or higher
- Work closely with peer software engineers, group leads and other employees and departments in the company

## EDUCATION/EXPERIENCE

- B.S. in Computer Science or equivalent.
- 1 or more years of OO development experience with **C++ and/or Java**

### Benefits:

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: [www.calabrio.com](http://www.calabrio.com).

To apply to this career opportunity follow this link: <https://home.eease.com/recruit/?id=516529>

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