CIS Deployment Engineer

POSITION SUMMARY

Our Calabrio Implementation Services (CIS) organization is looking for a highly motivated Deployment Engineer who will help the company successfully deploy our Workforce Optimization (WFO) and Analytics software. In addition, you will support partners as they deploy Calabrio software. This position provides a wide variety of challenges requiring the job to use a variety of tools and technology to solve problems in an innovative, fast-paced, growing software company that delivers highly scalable, high-quality software.

CORE EXPECTATIONS

- Self-directed and able to work independently
- Install and configure enterprise Call Recording, Workforce Management, and Analytics software
- Microsoft OS server class hardware configuration
- Integration of new server hardware into existing network infrastructure
- Validate solution designs
- Knowledge of Microsoft Active Directory configuration to facilitate user authentication to third party software
- Promote remote support for software installations
- TCP/IP protocols to resolve network connectivity issues
- IP Telephony troubleshooting
- Programming concepts
- MS-SQL installation and configuration as well as best practices
- Develop and review CIS Help Desk best practice implementation processes
- Document field-discovered software defects for software development teams
- VMWare knowledge a plus
- Some travel (5-25%)
- On call rotation
- Other core expectations will be defined by your direct supervisor

CORE COMPETENCIES

- Good troubleshooting, diagnostic, and analytical skills for problem solving
- Good verbal, written, and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- Ability to work independently and as part of a team
- Customer-facing/presentation skills
- Network, IP Telephony, and SQL experience preferred
- Document skills – able to deliver low-level design documentation
- Strong research and consultative skills

- Project management skills
- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- 4-year degree preferred
- 1-2 years Network Administration experience
- Experience with Telecommunications technology a plus
- 1+ years' experience in IP technology preferred
- W2K MCSNE preferred
- CCNA/CCNP a plus

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a manager or higher personnel
- Work closely with peer engineers, group leads and other employees and departments within the company
- Direct work with customers and partners in a leadership role
- Provides leadership within company on small projects and tasks

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

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.

If you would like to apply to this career opportunity, please follow this link:
https://home.eease.adp.com/recruit/?id=14114061

ABOUT CALABRIO

Calabrio, Inc. is a growing software company that delivers highly innovative solutions for businesses that want to take their customer service organizations to the next level. Through call recording, workforce management, performance management and analytics, Calabrio customers have a new level of information about their customers and about their business. Calabrio delivers the most flexible, intuitive solutions in the industry, and our unique approach is why Gartner placed us as the only vendor in the Visionary Quadrant this year.

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