Software Support Engineer

Decade is looking for Information Technology professionals to join our IT team. This team is responsible for Decade's internal IT, SAAS infrastructure, and IT related customer support. We are looking for experienced and seasoned business professionals possessing personal and technical skills. We hire team players that are more than comfortable working with all levels of an organization, whether it is Decade's or our client's.

Decade Software Company publishes Windows-based, n-tier software used by the environmental health, fire departments, business licensing departments and public health nursing agencies throughout the United States. These unique products are expansive and feature rich. This entry-level position requires a bright and energetic team player with a proven ability to juggle many tasks simultaneously.

Description: At different times, the Software Support Engineer will be responsible for all the following:

- Provides second-level technical support and DBA services to external customers for Decade's software products.
- Maintain and monitor Decade's SAAS infrastructure.
- Provide Decade Internal IT Support
- Provide in-depth problem determination and verification, including root cause analysis reports.
- Ensures the consistent deployment of Decade's software products.
- Engage with engineering teams to diagnose product defects. Construct and document clear and concise technical action plans for customers and front line support.
- Provide effective and consistent communication to management, peers and account team in support of customer.
- Provide leadership on high profile account issues. Drive support escalations when necessary.
- Support, coach and mentor front line support.
- Completing assigned administrative responsibilities

In addition to the IT skills you bring to Decade, you will be trained on Decade products, development methodology, and much more. Here are a few examples of how you may benefit by your employment with Decade:

You would learn:
- How to communicate technical information in a non-technical way
- How to present to technical and non-technical staff
- How relational database software works in an enterprise environment
- What an enterprise software system can do

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- How to read between the lines to understand client needs and then design appropriate solutions
- How software is developed (from conception to implementation)

You would develop:
- Communication skills (verbal and written)
- Design skills
- Teamwork skills
- Analysis skills
- Leadership skills

You would be:
- Provided hundreds of hours of technical and soft skills training
- Exposed to and use the latest technology
- Groomed to become a subject matter expert in several areas
- Given the opportunity to travel and provide consulting services to "your" clients

Growth opportunities include the chance to move into Quality Assurance, Training, or Software Development.

Qualifications:
- BS degree or greater in MIS, Computer Science, or a related field.
- Strong knowledge of Microsoft Windows server technologies (2008/2012).
- Strong DBA skills with Microsoft SQL-Server.
- Administrative experience with IIS and working knowledge of web services/WCF.
- Strong knowledge of desktop Windows operating systems (Windows 7 & 8, XP).
- Experience working with Microsoft server virtualization technologies.
- Experienced with Power Shell and SQL scripting for MS SQL Server.
- High energy and enthusiasm for delivering services along with excellent oral and written skills.
- Pluses: Industry recognized technical certifications MCP, MCDBA, MCSE, CISSP, CISA, etc.

How to apply:
Send your resume to kevindelaney@decadesoftware.com

When to apply:
Immediately

About Decade Software Company, LLC:

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For more than twenty five years, Decade has served regulatory agencies across the nation responsible for protecting public and environment health. We are known for several qualities that differentiate us from others—

- Financial stability
- Proven track record
- Exemplary client retention rate due to a slow-growth philosophy
- Scalable, configurable solutions that eliminate a client's reliance on custom programming
- Superior approach to project management and implementation
- Knowledgeable, professional staff
- Advanced industry knowledge

Decade provides a breadth of solutions that are the most comprehensive in the industry.

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