Job Title:	Client Solutions Engineer	Job Category:	
Department:	TAS	Job Code:	
Reports to:	VP of Operations	Dept. Mgr.	Suzanne Lanois
Location:	One West Exchange Place Providence, RI	Travel Required:	No
Level/Salary Range:	$55,000 - $60,000	Position Type:	Full-time
HR Contact:	Donna Isabel, extension 221	Date posted:	October 11, 2020

Trade Area Systems Client Solutions

Trade Area Systems produces the TAS Unity suite, the leading enterprise market intelligence system for retail real estate. Our clients include Fortune 50 companies.   The Client Solutions team is comprised of 2 tiers of support, Client Solutions Specialists (CSS) and Client Solutions Engineers (CSE). The CSS position is the first point of contact for any client related inquiries. They provide training, gain clarification of the issues and escalate any items that cannot be resolved at their level. CSEs are responsible to provide technical support for existing Client systems including troubleshooting issues, engineering solutions to provide effective tools to address business problems and complete assignments related to new system implementations and projects. In addition, the CSE team manages all Data builds and delivery of data sets that are licensed by TAS clients.

Job Description

KEY RESPONSIBILITIES

- Troubleshoot problems in client environments using a variety of analytical and technical tools.
- Develop innovative solutions for internal and client requests using the Microsoft .NET technology stack.
- Work with clients, diagnose issues, and follow procedures for triage and case resolution.
- Solve problems by developing queries and by procedural programming (T-SQL) utilizing SQL Server Management Studio.
- Develop test plans, test cases, automation scripts, test harnesses and acceptance criteria.
- Troubleshoot programmatic and functional defects throughout development iterations.

EDUCATION AND TRAINING REQUIREMENTS

- Bachelor's Degree in Computer Science or a related field.
- 1+ years technical support experience.
- Windows XP, 7, and 8 (32 and 64-bit) file system knowledge.
- Experience with relational database management systems.

DESIRED TECHNICAL QUALIFICATIONS:

- Intermediate to advanced knowledge of Microsoft SQL Server.
- Experience with a multi-tiered software support system.
- Experience with test automation tools used to test data intensive applications.
- Experience with Microsoft .NET technology stack.

REQUIRED KNOWLEDGE AND SKILLS:

- Excellent customer-facing skills
- Strong analytical and troubleshooting ability
- Strong Organizational skills and ability to work independently
- Strong written, verbal, and interpersonal communication skills.
- Proven ability to develop tools to solve problems
- Team player

PLUSES:

- Experience with database systems (Microsoft Sql Server, Oracle, or Postgres) is a plus.
- Working knowledge of Microsoft SQL Server (T-SQL)
- Previous help desk experience
- Experience working in customer service

Reviewed By Mgr.:		Date:	
Approved By Officer:		Date:	
Last Updated By:	Suzanne Lanois	Date/Time:	8/17/2020