

Job Title: Development Support Engineer – Level 2
Department: Development
Manager: Brad Dormanen
FLSA Status: Exempt



General Summary

Development Support Engineer: This position will be responsible for supporting and developing in-house applications serving GWI's operations, internal users and business customers. The engineer will work in a client server, database backed environment using a blend of commercial and open source development tools. Supported applications will include database backed web applications as well as desktop client software.

Principal Duties and Responsibilities

1. Support in-house applications for all aspects of GWI operations, including, Customer Support, Financial Systems, System Operations, Networking and Marketing.
2. Support in-house applications for GWI business customers in support of their end-users.
3. Support and manage database applications including augmentation and optimization of existing schema and production of new queries, procedures and functions to support new features.
4. Maintain and update financial and sales reports.
5. Produce new reports using various combinations of SQL, Crystal Reports and Spreadsheets.
6. Maintain and update back-end applications and services.
7. Provide end-user needs analysis for development projects.
8. Provide strategies and planning support for development projects.
9. Provide training, support and end-user documentation for projects.
10. Maintain source code documentation in accordance with GWI policy.

Minimum Education and Experience

- Bachelor's Degree, Associate's degree in Computer Science or equivalent.
- and/or -
- Five years in a relevant industry.

Required Technical Skills

- Familiarity with installing, maintaining and programming RDBMS's including SQL Server and Postgres.*
- Familiarity with SQL query building, optimization and profiling.*
- Experience writing SQL triggers, stored procedures, functions, views and good overall abilities in schema design and data abstraction.*
- Experience in Perl, JavaScript, CSS, AJAX, SOAP, XML and other web application technologies.*
- Able to address HTML and scripting compatibility in different environments.*
- Experience with Crystal Reports in a standalone and embedded environment.*

Optional but Preferred Technical Skills

- Unix operational experience and familiarity with development in a Unix environment.
- Experience in the creation of web-based applications using Perl, ASP and PHP.
- Experience working with Perl based console applications.
- Familiarity with SSH, RADIUS and LDAP.
- Comfortable using RCS, CVS, Subversion and Git.
- Experience and familiarity with MS SQL 2000/2005 and MS Visual Studio 2005/2008.
- Familiarity with different B/OSS platforms and general billing workflow.
- Familiarity with Salesforce and the force.com platform.
- Experience within the Telecoms industry and some knowledge of parsing CDR's and rating engines.
- Experience using GIS software such as MapInfo or ArcGIS.

Other Skills and Knowledge

- Must have a genuine and demonstrated desire to engage in development activities.*
- Ability to understand and contribute to functional requirements and translate them into technical design and development projects.*
- Ability to clearly document features, technical specifications, and infrastructure requirements for self-produced technical work and job processes.*
- Requires ability to write reports and correspondence to customers, vendors, and peers in a clear, concise, and professional manner.
- Requires ability to manage multiple tasks utilizing strong organizational skills.
- Requires ability to prioritize tasks.
- Uses resources effectively and when appropriate, works independently.
- Include appropriate people in decision-making process.
- Follow company and department policies and procedures.

Working Conditions

1. Normal office environment with moderate exposure to noise, dust, temperature.
2. Position may require excessive use of telephone, keyboard and monitor to perform regular functions of the job.*
3. Travel to other GWI sites as necessary.

Reporting Relationships

Reports to Development Supervisor. Will be teamed up with other developers on project work.

* Statements marked with an asterisk are considered to be essential functions of the position according to the guidelines set forth in the Americans with Disabilities Act 1990.