

SAI Global

APPLICATION SUPPORT ENGINEER

Department: Product Technology, Compliance Americas
Location: Plainsboro, New Jersey or Waltham, Massachusetts
Telecommuting is not an option.

Company Information:

SAI Global provides organizations around the world with information services and solutions for managing risk, achieving compliance and driving business improvement. We provide aggregated access services to Standards, Handbooks, Legislative and Property publications; we audit, certify and register your product, system or supply chain; we facilitate good governance and awareness of compliance, ethics and policy issues and provide training and improvement solutions to help individuals and organizations succeed. For additional information please visit www.saiglobal.com.

Technology Team:

Are you interested in working on a small team where your ideas and your efforts will make a real difference? Would you like to work in an agile engineering culture that emphasizes teamwork, welcomes new ideas, and supports individual growth? Are you intrigued by the advantages of the SaaS delivery model? If so, check out this opportunity to join SAI Global's Compliance Technology Team. The Technology Team is responsible for creating and maintaining all of the Company's Compliance client facing web and multi-media products, and deploying these products globally to Fortune 500 clients. We're growing quickly and tackling some ripe new markets, so this is an opportunity to get in on the action. The team is small and as a result, you'll have a number of opportunities to work on different product areas, projects, and problems, with plenty of variety and new challenges on a continual basis. We're looking for smart people who will do a lot more than just perform assigned tasks – we want people with ideas, energy, and an “I can help with that” attitude, who are always looking to make their workplace and the team around them better.

Job Scope and Accountabilities:

This position is one of the main technical resources for supporting SAIG client-facing learning and GRC product lines.

Key Responsibilities:

- Provide technical client support, monitoring and maintaining SAIG's learning and GRC products and solutions;
- Troubleshoot system issues and work to provide workable solutions, including data updates and configuration changes;
- Assist with technical aspects of client implementations;
- Work closely with Program Managers and clients to meet their custom reporting needs;
- Manage multiple client issues simultaneously and workflow to ensure schedule dates are met on time;
- Work continually to improve the support process to improve end-user satisfaction;
- Deploy patches on staging/pre-production/production servers;

- Create support-related documentation for Program Managers and other departments;
- Attend customer calls to troubleshoot application-related issues, as required;
- Send outage and maintenance-related notifications to Program Managers in a timely manner;
- Participate in customizing, configuring, and deploying customer implementations and longer term projects that are production related; and
- Complete other projects as assigned.

Experience Required:

- Excellent technical problem solving skills and experience in software and database support;
- Proven ability to understand and support an enterprise application suite with multiple supporting databases;
- Experience with troubleshooting issues on learning management systems, SCORM/AICC courses and GRC platforms;
- Demonstrated competence to prioritize and manage multiple tasks/projects while maintaining operational excellence and data integrity within established timeframes;
- Experience with troubleshooting and working with .NET based Windows applications, Microsoft SQL Server 2005/2008;
- Experience with troubleshooting Windows client and server operating systems; and
- General knowledge of load balancers, firewalls, ftp, proxy, email and content servers.

Education / Professional Qualifications:

- Bachelors degree in computer science or equivalent; and
- 3-5 years experience supporting hosted and non-hosted applications, as well as experience in Windows system administration.

Interpersonal Skills:

- Excellent written, verbal, interpersonal, and problem-solving skills with a high degree of integrity and discretion required;
- Must be able to effectively communicate with technical and nontechnical team members;
- Commitment to understand and support the Company's goals, business, and values; and
- Ability to work successfully independently and in a team environment and to build peer-to-peer relationships; typically work with several departments within the Company as well as with clients and prospects.

Full commitment to conduct business with the utmost integrity and in full compliance with the law is absolutely essential.

To Apply:

Interested and qualified candidates should submit a resume with salary requirements to SAI Global's Human Resources department via email at: SAIGamericas_jobs@saiglobal.com; please reference APPSPRT 032-11.

SAI Global is an equal opportunity employer.