

RMS Technical Software Specialist Job Description

Summary

Provide professional End User support to University and College Housing clients throughout the world while maintaining outstanding relations with the clients. Other opportunities within the company exist based on successful operation in this position.

Essential Duties and Responsibilities

Include the following, but not limited to

- ✓ Professional End User support via phone, email and other protocols
- ✓ Data manipulation and data importing
- ✓ Troubleshooting Visual Basic and ASP code
- ✓ End User and System Administrator Training
- ✓ Client business practice consultation
- ✓ Creating procedures for end users
- ✓ Technical documentation
- ✓ Internal training
- ✓ Testing

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability required

- ✓ Ability to Multi-task in a fast paced environment
- ✓ Team/service oriented
- ✓ Analytical thinking
- ✓ Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- ✓ Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- ✓ Ability to write reports, business correspondence, and procedure manuals
- ✓ Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- ✓ Energetic

Experience and Educational Requirements

- ✓ Database experience is a must – databases used by RMS are: SQL Server 2000, Oracle 8i, 9i, Access 97
- ✓ Complex SQL querying is a must
- ✓ Working knowledge of Visual Basic and ASP
- ✓ Windows 2000, XP, Windows Server 2000 and 2003
- ✓ Remote Desktop, PCAnywhere
- ✓ VPN
- ✓ Network experience is a plus
- ✓ Previous support position is a plus
- ✓ Previous training experience is a plus
- ✓ At least 6 months experience in University Housing and/or Residence Life is a plus

Please send your resume and salary requirements to 'jobs@rms-inc.com'.