



Environment Support Engineer_4322

Submit resumes to: mscheidt@brossgroup.com.

Bross Group is a premier IT Consulting and Staffing firm headquartered in Lakewood, CO. We specialize in assisting our clients in the identification of the best IT professionals for their consulting, staff augmentation, direct placement, and application development needs. With over 20 years experience in the IT Consulting industry, we are set apart by our commitment to the success of our clients and goal of making the candidate experience a positive one.

One of our value clients in the Lakewood area is seeking an Environment Support Engineer to be a member of a project team performing software development and maintenance in support of our customer's mission critical application.

RESPONSIBILITIES:

Provides product and technical support related to the installation and use of the software application while ensuring the highest level of customer satisfaction in accordance with the service level agreement (SLA).

First point of contact for on-going customer support, troubleshooting and resolution of customer issues on a daily basis. Ensures operational readiness in coordination with the customer's data center. Deploys application, COTS software and configuration changes; monitors the development, test and production systems; investigates and resolves reported environmental and deployment problems during business hours and occasionally after when on-call; performs spot checks on environments during software releases and on a daily basis after release to verify components are working properly; diagnoses and fixes software problems as experience with the application allows; and coordinates with the product development, test and support groups on all software releases and environmental system problems.

REQUIRED SKILLS:

At least nine years of experience (or seven years of experience with a Masters degree) in:

- 1) Software engineering with a strong working knowledge of support processes and diagnosis and problem resolution methodologies combined with familiarity with multiple application technologies and operating systems;
- 2) Customer support for software applications;
- 3) Support and maintenance of Java applications in a J2EE architecture that creates and accesses data in relational databases including Oracle;



- 4) Proficiency with UNIX (AIX, Linux) and Windows operating systems including basic monitoring of CPU, memory and networking;
- 5) Unix shell and ANT scripting;
- 6) System and software problem diagnosis and resolution,;
- 7) COTS installation and automation, support, and ongoing maintenance.

Must have the ability and motivation to: diagnose and solve problems; learn new technologies quickly with minimal support and guidance; think independently; organize efficiently; effectively communicate; interact professionally with both clients and peers; take the initiative; document deployment and troubleshooting procedures; work productively in teams; prioritize work and complete tasks on time; write technical documentation; and lead team efforts when called upon to do so.

DESIRED SKILLS:

Knowledge of and programming experience with Cognos BI, SQL,

PL/SQL, Versata, WebSphere Application Server, WebSphere ESB/MQ, webMethods, Services Oriented Architecture (SOA), Enterprise Service Bus (ESB), eXtensible Markup Language (XML), Web Services, Apache Web Server, Jakarta-Tomcat, configuration management; version control (StarTeam preferable), and integrated development environments (IDEs).

TYPICAL MINIMUM:

Normally requires a Bachelor's Degree or higher in Computer Science, Information Systems, Engineering, Business, or other

All qualified applicants will receive consideration for employment without regard to race, sex, creed, religion, color, national origin, sexual orientation, veteran status, and mental or physical disabilities. US citizens and Green Card Holders and those authorized to work in the US are encouraged to apply. We are unable to sponsor H1b candidates at this time.