

## **ITCS-WebClock: Software Support Engineer I**

IT COMPUTING SERVICES, Inc. an international information technology company.

ITCS is a proven information technology leader in outsourcing, quality product development and consulting.

ITCS offers SaaS Product Solutions, Outsourcing, Project Management and Product development solutions. Our flagship product is the ITCS-WebClock a time and attendance and payroll automation.

ITCS is looking for candidates with a minimum of 1-2 year Software Support experience or equivalent college or technical school training. Candidates must possess strong communications skills and be able to interact effectively with our clients at every level of the organizations. ITCS is a dynamic and flexible work place with many opportunities to develop your career.

We support telecommuting to support business and personal objectives.

### **Job Description:**

This position will eventually be a work from home opportunity and candidate must be able to work independently.

Candidate will work closely with our US and international customers correcting data and program anomalies. Must be very detailed focused and ensure quality of corrections. Outstanding communication and testing skills required. Candidate will perform level 1 and 2 support activities.

This position will perform product set up and implementation support of the product into the customers operations. The ITCS-WebClock is configurable and customizable to meet our clients' needs.

Troubleshoots and develops technical solutions related to software and setup errors for engineers, technicians, and customers. Creates workaround procedures when standard procedures have failed and ensures issues are resolved in a timely fashion. Escalates urgent problems requiring more in-depth knowledge to appropriate internal resources. Requires 1-2 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within the product development life cycle. Relies on limited experience and judgment to plan and accomplish goals.

Visit our web site at [www.webclock.biz](http://www.webclock.biz)

### **Skills Sets:**

MS-SQL Server / Microsoft SQL Transact-SQL scripting/ Queries  
MS-Access / Microsoft Access Development and Querying  
Experience with Web Development and Database Interaction

- Experience with any of the following tools
  - Cold Fusion Development
  - .NET Programming
  - HTML Programming
  - Java Scripting

- MS-Visual Basic
- TCPIP / FTP exposure
- IIS Server
- Windows 2000 server and above operating systems

Strong Plus:

HTML Development

Cold Fusion Development

Windows 2000 Server Administration

MS-SQL Server Administration

Time and Attendance, Financial Application exposure