

# VOICEPORT, LLC

## JOB DESCRIPTION

**Job Title:** Application Analyst I  
**Department:** Test & Support  
**Reports To:** Product Manager

**SUMMARY:** This position provides customer support and testing for VoicePort's proprietary applications. Day to day focus is on customer support as well as test and analyze applications for functionality for verification and quality.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Be the first line of support for VoicePort's software products (via phone and email).
- Respond to assigned tickets in a timely manner to comply with company SLA's.
- Regularly update tickets to keep internal and external team including customers/managers/development and vendors updated on status of ticket.
- Follow company escalation procedures in a manner to ensure compliance with SLA's.
- Interact effectively and professionally with other engineers, vendors and customers
- Communicate with customers in a timely and professional manner in accordance to VoicePort's SLA obligations.
- Responsible for writing test plans, preparing and executing test cases and providing test results to other team members and management. Also, includes reproducing software defects identified during the testing process as well as entering these defects into a defect tracking system.
- Work with the development engineers to understand the software application and features being tested and to write test cases and work towards becoming an expert on VoicePort software products from a customer perspective.
- Report Status to Engineering and/or Project Manager. Bring to attention issues/roadblocks that cannot be solved and need management attention.
- Setup and configuration for standard deployments.
- Follow established processes and procedures.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires special technical knowledge of the techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting process for software, hardware, networking and accessory equipment. Requires experience with personal computer

equipment. Requires sufficient analytical skills to assess problems or unusual situations and develop solutions. Prefer a working understanding of the company and individual department operations, goals and objectives relating to Computer and Communications Services.

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used at the company. Must have strong communication and training skills and be able to communicate technical information to nontechnical users.

### **TECHNICAL/COMPUTER SKILLS**

Microsoft Word, Microsoft Excel, Microsoft Access, All Basic Browsers, Microsoft Project, MySQL, Basic understanding of Linux operating system, and Putty. Basic understanding of computer networking. Installation and configuration of proprietary software in a test environment, as well as configure the same software in a production environment. General understanding of SOAP and JSON API interaction. Knowledge with Telecom call flows is a plus.

### **EDUCATION and/or EXPERIENCE**

Position requires an AA/AS degree in computer related field plus two years relevant experience; a BA/BS degree in computer science or related discipline; or the combination of education and experience that enables performance of all aspects of the position.

### **LANGUAGE SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, and customers.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to troubleshoot and resolve problems with company technical hardware and operating software.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

The work is performed primarily in a standard office environment, but may involve exposure to moderate noise levels from high-speed computer printers and other peripherals. Work involves operation of personal computer equipment for four to six hours daily. Duties may also include occasional stopping, crawling and lifting of up to 20 pounds to install or check the installation of network devices and cabling. Travel to other department worksites may also be required depending on the assignment. Requires the ability to be available for off hours and weekends for customer support in accordance with support a schedule..

**Reviewed By:** \_\_\_\_\_

**Prepared Date:** \_\_\_\_\_

**Division Approval:** \_\_\_\_\_

**Approval Date:** \_\_\_\_\_

**Human Resource Dept. Approval:** \_\_\_\_\_

**Approval Date:** \_\_\_\_\_

**Job Description Review with Employee**

**By signing below, I acknowledge this job description has been reviewed with me and that I understand the job duties and responsibilities. I understand this job description is not a contract of employment with VoicePort for a specified period of time and can be changed or modified at any time by the company. Nothing in this job description will in any way be deemed to establish an employment relationship on a basis other than terminable at will.**

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**EMPLOYEE PRINT NAME**

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**EMPLOYEE SIGNATURE**

**DATE**