

VOICEPORT, LLC JOB DESCRIPTION

Job Title: Application Analyst I
Department: Test & Support
Reports To: Daniel Sostre

SUMMARY: VoicePort houses a proprietary application which services, supports, and provides functionality to its customers through IVR technology. The candidate would learn all aspects of the application and be able to support client support calls, as well as test and analyze its functionality for verification and quality. Person would work in VoicePorts Rochester, NY office, within a team environment.

Candidate would need to be able to work independently to handle testing, and support client escalation calls, Monday through Friday and off hours on a rotating schedule.

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)
- Communicate with customers in a timely manner in accordance to VoicePort's SLA obligations.
- Interact effectively and professionally with other engineers, vendors and customers
- 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.
- Basic understanding of Linux operating system, and PUTTY
- Basic understanding of computer networking
- Work with Microsoft Excel
- Follow established processes and procedures.
- Knowledge with Telecom Flow is a plus

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.

Knowledge of Linux server administration preferred but not required.

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 50 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 occasionally for off hours and weekends for installs and off hour equipment maintenance.

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.

EMPLOYEE PRINT NAME

EMPLOYEE SIGNATURE **DATE**