

## IT SPECIALIST – REMEDY DEVELOPMENT

### ALTITUDE SOFTWARE

Altitude Software ([www.altitude.com](http://www.altitude.com)) is the leader of unified customer interaction solutions, managing dynamic contact centers independently of platforms since 1993. With about 1100 customers in 80 countries, Altitude strives for customer satisfaction and is ISO 9001 certified for its worldwide support. Altitude Software has won 50+ industry awards. "Altitude uCI" (unified customer interaction) is a software suite that manages in real time enterprise functions like Customer Service, Help Desk, Collections, Telesales, Surveys, etc. It is unique in accelerating the creation of services and campaigns, thanks to the unified design studio, routing, dialer, voice portal, desktop front-end, monitoring and analytics.

### IT DEPARTMENT

The IT Department is responsible to define, develop, maintain and administer the corporate network infrastructure as well the corporate business information systems.

#### Job Location / Department

- Office: Lisbon, PT
- Department – IT Corporate

### MISSION

- Administer and Develop code in BMC using administration tool
- Administering Remedy version 7.x & 8.x
- Design, test and document multiple system interfaces
- Accountable on deliverables, estimate and schedule
- Ability to communicate with other departments in requirements definition, test, life-cycle support & problem determination
- Interface with departments to define problems, and propose solutions
- Development may include leveraging the following BMC Remedy components: ARS, Customer, ITSM, Support, CMDB and SRM/SLM
- Transforming business requirements into application designs following Remedy best practices
- Develop and/or implement requirements as configurations or enhancements within the Remedy environment

### BACKGROUND

#### EDUCATION

- B.S in Computer science degree or related technical field;

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#### HARD SKILLS

- Experience with development of the BMC Remedy application
- Experience with development of Reports using Crystal Reports and/or BIRT
- Strong problem solving and resolution skills
- Excellent oral and written communication skills
- Database design, relational databases, SQL, and Windows Servers
- Ability to work independently with little supervision

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#### DESIRED SKILLS

- Integration with SOAP/RESTful Services
- Scripting languages (PERL, Javascript, etc)
- JAVA

#### SEND YOUR CV TO:

Please send your CV to [jobs.pt@altitude.com](mailto:jobs.pt@altitude.com) .

Closing date for application: 31/05/2015

If you have not heard from us within two weeks of the closing date then unfortunately your application has not been successful on this occasion.