Job Title: Programmer Analyst

Location: Denver, Colorado

Type: Full-time

Experience: Entry level

Functions: Service Desk, Application Support

Compensation: Dependent upon Experience

Job Description

This is an entry-level position as a Service Desk Technician with a growing IT Consulting Practice that specializes in Enterprise Content Management. More specifically, the position focuses on supporting various clients' OpenText Content Server solution suite (formerly Livelink Enterprise Server). This position, based in Denver Colorado, would serve as an active member of the team responsible for ensuring that service levels are achieved for clients within various industries primarily in the Western Region.

Responsibilities may include

- Installing and configuring the OpenText Content Server product suite
- Working with users to troubleshoot issues
- Developing relational database queries (SQL), reports, and form driven interfaces
- Documenting processes and creating working instructions for various solutions

Desired Skills & Experience

Basic/Required
- Associate's degree or equivalent in a technical-related discipline
- Knowledge of Windows server operating system
- Knowledge of relational databases (Oracle and Microsoft SQL)
- Knowledge of web development languages (HTML, JavaScript, JQuery, PHP, XML, XSLT)
- Knowledge of Web Infrastructure (IIS, Tomcat)
- Knowledge of the software development lifecycle
- Proven track record of working in a production support environment
- Good written and oral communication skills, particularly documentation skills
- Ability to participate actively and effectively in team efforts

Preferred
- Bachelor's degree in MIS or Computer Science
- 0-2 years of experience in an IT support environment
- Based in Colorado

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