

RETAIL VELOCITY

Position Title: Solutions Engineer

Location: Ann Arbor, Michigan

Description: Your primary responsibility will be to administer our enterprise DSR software solution suite, VELOCITY®. You will use our application's standard functionality, as well as custom PowerShell and T-SQL scripts where applicable. You will also help to diagnose and resolve issues for existing implementations.

The ideal candidate is an effective problem solver who takes ownership of issues and consistently seeks the best possible outcome for the customer.

We will compensate according to experience and provide training and professional development and certification opportunities.

Company Background: Retail Velocity has developed leading-edge technology to harness the power of retail data since 1994. We are an established and growing software development company. Our product is an enterprise application that provides data warehousing and business analytics to the consumer goods and retail industries. Our mission is to improve sales and eliminate supply chain inefficiencies through strategic and innovative technology and the application of decades of retail experience. We offer a flexible work environment and competitive pay and benefits.

Website: www.retailvelocity.com

Required Qualifications:

- Bachelor's Degree, preferably in Computer Science, Engineering, Information Science, or related technical field
- Excellent organizational, documentation, and communication skills
- Strong troubleshooting and problem-solving skills, with ability to research and resolve complex problems utilizing appropriate urgency
- Ability to start a task with limited knowledge and build the knowledge required to complete the task through self-learning and by asking questions
- Strong interpersonal skills with ability to effectively interact with team members, customers, and users
- Commitment to excellent customer service and quality improvements
- Desire to learn and grow professionally

Preferred Skills

- Familiarity with Windows, Microsoft Office, Office 365, and database concepts
- Strong Excel skills, including Power Pivot
- Some SQL experience
- 2+ years of experience implementing and supporting Microsoft technologies, including SQL Server, T-SQL, PowerShell scripting, and/or relational databases and data warehouses
- 1+ years of experience with QA, customer support, software development, and/or managing software implementation projects
- Microsoft certifications in database or BI disciplines

Primary Duties

- Remotely manage VELOCITY customer deployments, including administration, operation, monitoring, support, and maintenance, where applicable
- Identify, analyze, and document application and data quality issues and work closely with internal and customer IT personnel for timely remediation

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- Identify recurring incidents and trends, escalate appropriately, and assist with keeping knowledgebase up-to-date
- Support projects and participate in training sessions, presentations, and meetings
- Other duties as assigned

FLSA Classification: Exempt Salaried Position

Reporting Manager: VP, Software Engineering

Job Type: Full-time

Travel: May require limited travel

Work Authorization: Authorized to work in the United States without sponsorship

Interested candidates should submit their resume to HR@RetailVelocity.com