



## Technical Consultant

*Consulting Services Dept., Services Division*

### Job Summary

The Technical Consultant delivers technical services related to client implementation projects until turnover to the standard support process. The delivery of the services may occur via phone, Internet meeting technology or on-site sessions. The Consultant is also responsible for analyzing and resolving difficult technical problems escalated by Implementation Consultants and Technical Support Specialists. Database conversion services are also this position's responsibility. The Consultant further serves as backup to Implementation Consultants during peak times.

### Requirements

Four-year degree in an applicable field with at least 2 years of experience OR a two-year degree with at least 4 years of experience with computer software support, training and/or installation required. Knowledge of Microsoft Windows; Microsoft Access, SQL and Oracle databases in client/server environments is strongly preferred. Skill in technical troubleshooting and problem solving required. Knowledge of multiple programming languages is desirable. Knowledge of Microsoft operating system administration, local area & wide area networks, Citrix and GIS programs is preferred. Ability to effectively interpret and communicate complex technical information to others in an understandable and engaging format and to respond to questions from groups of managers, peers, and/or clients required. 25% national travel required (travel may include weeknight and weekend travel of five or more continuous outbound days).

### CARTEGRAPH EMPLOYEE BENEFITS

Competitive wage, group medical insurance with low deductible, free long-term disability insurance, free life insurance, Flexible Spending plan, paid time off (PTO) first year and beyond, 401(k) plan w/employer match, AFLAC voluntary benefits, free parking, team-oriented work environment, career opportunities, and promotion from within.

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