[s] Cube Inc.
Job Description: Senior Technical Analyst

[s]Cube Inc. is a Technology Services company located in Albany, New York. We provide technical services delivery to state and local government customers in the areas of Licensing, Permitting, Case Management, Code Enforcement, and Asset Management. The [s] Cube team is seasoned in innovative IT delivery and is comprised of technical analysts, project / delivery managers, business architects, consultants, technical architects, agile developers, and cloud specialists.

The Technical Analyst position will work with our software delivery team to implement one of the offered Software platforms for [s]Cube clients across the country. The position will review, understand and execute on client requirements in direct client meetings and in internal settings, and will work in a detailed work tracking system to execute and track the delivery of the project. [s]Cube uses an Agile/Scrum based approach, so familiarity with that development strategy will be helpful. Daily client meetings, regular check-ins and status reports, in-depth client requirements discussions, detailed user acceptance testing meetings, working demonstrations of the product, bug fixes, and data conversions work, are all part of the day-to-day activities required in the position. The successful technical analyst is working hard every day to configure, script, customize and support [s]Cube customers while performing QA on the work to ensure that client requirements are met or exceeded. While some of the configuration work is performed in a web-based application, some of the work will require more advanced skills, such as scripting, as well as database analysis and conversions skills.

Note that the position will require some travel to assist our clients with requirements gathering, system training, and go-live support activities. The travel will be primarily in the domestic US and will average a maximum of 25%.

Our work environment is fast-paced providing rapid delivery for our business partners. Successful employees are those who enjoy learning, hard work, executing in a highly collaborative environment and who also value quality and driving client satisfaction. Because [s]Cube is a small and growing company, we also look for people with a strong desire to drive change as we dynamically grow our business, and who want to grow their career as the company expands.

Professional Requirements
- Strong background in key technologies, including web-based client/server environments, network technologies, databases and related technologies
- Scripting skills, preferably with JavaScript or a similar technology. C+ or C# experience is a big plus.
- Basic understanding of programming and software design
- Strong technical aptitude, and experience building and supporting web-based technologies will be essential.
- Flexibility and adaptability to adjust to a rapidly growing, dynamic environment
- A strong client service focus – willingness to go the extra mile for customers is essential.
- Ability to work independently with clients both in person and remotely, and to confidently represent [s]Cube and win client confidence while doing so.

- Excellent analysis skills
- Outstanding follow through and customer service
- Excellent oral and written communications skills; ability to interact with management and co-workers
- Strong work ethic – some evening and weekend hours will be required
- Ability to adhere to strict deadlines
- Ability to juggle many priorities and to be able to provide accurate time estimates for work requests
- Ability to maintain strong relationships with client and technical team members, as well as with management.

Required Skills

- Bachelor's degree with 4+ years of relevant work experience
- 4-6 years of proven work experience in delivering on technical projects, preferably in an Agile/Scrum environment.
- Experience in defining requirements and conceptualizing solutions on related projects or work assignments
- Strong database and SQL knowledge, in a proven work environment.
- Strong technical aptitude, with proven hands-on experience supporting technical platforms, troubleshooting problems and developing solution.
- Exposure to/Knowledge of Agile development methodologies
- Ability to understand and deliver to detailed requirements documentation, in conjunction with clients and architect team.
- Demonstrated problem solving skills and the ability to work collaboratively with other stakeholders or team members to resolve issues
- Possess excellent written and verbal communication skills
- Strong and proven customer service skills and follow through.
- Strong facilitation, negotiation, and conflict resolution skills
- Ability to adapt in a dynamic work environment and make independent decisions
- Willingness to work in a fast-paced environment, handling multiple priorities
- Possess advanced knowledge of the tools and processes required by the role
- Function well in mid-scale, highly complex, cross-functional / platform environment
- Solid individual performance, but will spend considerable portion of their time providing direction for others
- Share knowledge – ability to coach and mentor junior team members
- Standard level resources in area of expertise

Technologies Involved:

- Accela Automation
- Municity platform and related technologies
- Crystal Reports
- Oracle, SQL Server, SQL

- JavaScript
- C, C+ C# (for specialty roles)