



VIRYANET

Position Title – Quality and Training Engineer II

Position Location – Southborough, MA

Posted – February 15, 2008

Position Description – ViryaNet is seeking a highly motivated individual to be responsible for the quality assurance and training efforts on the design, specification, configuration, and implementation of workforce management systems. Our ideal candidate will possess extensive knowledge of the mobile workforce management market and excellent technical, documentation, and training development and delivery skills. Candidates will be the QA and training representative to the ViryaNet customers and must have outstanding customer facing skills.

Duties and Responsibilities:

Duties and responsibilities include, but are not limited to the following:

- Provide overall quality and training leadership on assigned project implementations and act as the primary project quality engineer.
- Act as a focal point with the customer for all quality and training issues.
- Consult and provide guidance to other ViryaNet QA and Training resources as necessary to meet customer training and project quality requirements.
- Review all project documentation and provide feedback as part of quality team.
- Provide leadership for all Factory Acceptance Testing efforts and User Acceptance Testing for the assigned projects. This includes the creation and execution of standard test cases, as well as test scenarios specific for the customer implementation.
- Create and provide customer Train-the-Trainer materials and present training to customer audience, typically at customer site.
- Provide subject expert training development and delivery for assigned detailed technical components of the ViryaNet Service Hub product. Such training responsibilities will be both internal to ViryaNet and to specific customer / partners.
- Adhere to ViryaNet established standards for quality assurance processes and training methods.
- Ensure Quality and Training efforts for the assigned projects are completed on budget, on time and according to acceptable standards to ensure customer satisfaction.
- Provide input and recommendations for the Sales and Account Management teams for new opportunities dealing specifically with training and QA efforts.
- Contribute and provide assistance to the ViryaNet Corporate QA team.
- Contribute to the update and maintenance of the ViryaNet Customer Training Catalog.
- Work with the QA Training Manager to further define and refine standard test plans and cases based on baseline project type.

Requirements:

Minimum requirements include:

- 2-4 years professional services/software development/technical training expertise
- BA / BS – CS or other technical area (Mathematics, IT, etc)
- Experience with software development (software coding and relational databases), including all aspects of the Software Delivery Life Cycle.
- Prior employment success in a customer facing role.
- Experience writing customer-centric documentation and presentations.
- Ability to travel extensively (up to 50% travel), mostly US-based.

Additional Benefits

- Experience with workforce management, work delivery, or resource scheduling systems is preferred.
- Experience with business intelligence, reporting tools, document management, and java a plus.

ViryaNet Offers:

- Competitive wages and growth potential
- Health and dental benefits
- Professional environment
- Product training
- Paid vacation and holidays

About ViryaNet:

ViryaNet provides packaged industry solutions that intelligently guide, automate, and optimize both simple and complex field service work, resulting in operational excellence. ViryaNet's solutions specialize in the functions of scheduling and dispatching resources and enabling mobile field communication. ViryaNet possess a 20-year history in the field service space, a vast number of customers across a variety of industries, and strong partnerships with leading platform and system integration companies. Headquartered in Southborough, MA, ViryaNet enjoys a worldwide presence with offices and customers located in North America, Europe, and the Pacific Rim. For more information, visit www.viryanet.com

To Apply – Send resume in MS Word format to: careers@viryanet.com

ViryaNet is an Equal Opportunity Employer.