

Position Title – Release Engineer/Quality Engineer
Department – Professional Services
Location – Westborough, MA



Posted – January 2012

Position Description -

ViryaNet is seeking a highly motivated individual to be directly responsible for hands-on delivery, release processes, and quality assurance tasks on project implementations for workforce management software applications. This includes provisioning of environments, preparation and packaging of software deliveries, installation testing and QA, applying application and system configuration, delivery of release to the customer, and supporting the customer in their receipt of the delivery and installation. In addition, various functional QA tasks beyond release and delivery QA will be assigned, and application testing will be performed against requirements and specifications for configuration and implementation.

Our ideal candidate will possess hands-on experience with software release processes, installation and QA, and customer technical support. Strong technical skills with databases and web application servers are required, and excellent communication skills are essential. The ability to create and update internal and customer-facing documentation in a usable way is important. Candidates will be part of one or more project implementation teams and will communicate with external customers, therefore must have excellent communication skills, both verbal and written. Reports into Technical Services workgroup. This position provides a unique opportunity to work in a successful Global Services organization, make your mark in both a functional and technical domain, and enhance your skills.

Responsibilities -

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

- Release engineering responsibilities on multiple concurrent implementation projects. Duties include performing multi-part application installations, which involve the ViryaNet G4 software solutions as well as web application server and database configuration settings.
- Prepare software systems and implementation projects for final release: instantiate the database, install the application components, apply setup and multiple configurations or upgrade scripts, apply patches on top of base configuration as necessary, apply final data configuration and perform data migration. Perform QA on all steps and ensure quality procedures are followed and expected results are met or exceeded.
- Prepare final delivery releases for the customer and perform QA on release and installation notes.
- Support the customer in receiving the delivery and installing the system within their environment.
- Capture required system information regarding customer environments in support of our audit and QA processes.
- Provide technical and application system administration training to customers as expertise grows.
- Develop proficiency and technical and subject matter expertise with our Business Intelligence (BI) solutions. Perform installations of these components and run configuration and ETL processes. Troubleshoot and resolve issues and prepare for customer installation. Support customer installation and perform customer training (technical and functional) on the BI solutions. Understand how the system configuration is done for BI understand how the data is transformed into the star schemas.

- Develop strong knowledge of the G4 operational database schema to perform qualified QA and Training on the ViryaNet solutions.
- Functional QA: Provide functional quality assurance testing of web-based applications and components for assigned project implementations. Test specific project implementations from a functional perspective, against customer requirements and specifications.
- Create test plans, detailed test scenarios, and perform thorough testing against them, documenting progress, status, and findings.
- Use standard department tools for issue management from reporting through resolution, as well as task management and assignment. A professional services automation tool is also used for time reporting and task tracking and you are required to use the tools in a manner consistent with department policies and procedures.
- Track quality metrics, understand project quality performance, and provide regular and pro-active status updates on all assignments.
- Consult with other department or ViryaNet resources proactively and as necessary to meet customer objectives and project quality standards.
- Adhere to ViryaNet established standards for quality assurance and release processes, including overarching implementation methodology.
- Ensure quality efforts for the assigned projects are completed on budget, on time and according to acceptable standards to ensure customer satisfaction.
- Utilize automated tools where appropriate.
- Contribute and provide assistance to the ViryaNet Engineering QA team, if assigned.
- Review and update project documentation and provide feedback as part of project team.
- Provide input and recommendations to the PS and other teams for quality improvement initiatives. Offer suggestions for new or regarding existing services processes in support of our continuous improvement.

Requirements–

Skill Set Requirements:

This position requires an energetic and highly-focused individual with an understanding and exposure to the Software Development Life Cycle and direct hands-on experience with release processes, software installations, and quality assurance testing of web-based applications. Proven experience and responsibility for these tasks is required, with a positive contribution within a fast-growth, fast-paced environment. Detailed understanding of database concepts and methods, with direct involvement in database design is essential. Strong verbal and written communication skills and an analytic mind with a pro-active approach are essential attributes of our team members.

The ideal candidate will have:

- 3-5 years experience and responsibility for release engineering processes: provisioning and set up of virtual environments, preparation and packaging of software deliveries, installation processes – documentation, execution, testing and QA.
- Experience applying application and system configurations, for web application servers and enterprise-scale databases.
- Delivery of software releases to customers, and supporting of customers in their receipt of the delivery and installation.
- 3-5 years hands-on experience with quality assurance and testing of web-based software applications
- Technical Degree - BS / BA in Computer Science or other related technical area

- Skills and programming background with Java.
- Strong and demonstrable technical capabilities with Oracle databases and PL/SQL.
- Technical skills with WebSphere web application server. Alternatively WebLogic server or Jboss.
- Experience with both Windows and Linux OS and administration.
- Experience with software development including aspects of the Software Delivery Life Cycle.
- Experience with business intelligence, data marts, and related reporting tools, Business Objects preferred.
- Prior employment experience in a role with customer support or external customer interactions
- Experience writing customer-centric documentation and presentations
- Ability to travel (up to 25% travel), mostly US-based.
- US Citizenship required.

Additional skills:

- Experience performing technical training for software applications is a huge plus
- Performing multi-step application software upgrade processes
- Prior work with virtualized environments
- Experience in a Professional Services department or Consulting Services environment
- Technical work experience with mobile solutions or mobile programming is a plus.
- Familiarity or experience with organizations employing a field service workforce, such as utilities, telecommunications, retail stores, etc. is considered a strong plus
- Experience with workforce management, work delivery or resource scheduling systems is also a plus
- Experience with document management and/or MS SharePoint are a plus

ViryaNet Offers a professional work environment, competitive wages, paid vacation and holidays, a comprehensive benefits package, and excellent growth potential.

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 possesses over 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 Westborough, 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.

Job Title	Release Engineer; Technical Services Specialist, Quality Engineer; Quality Release Engineer;
Company Name	ViryaNet
Email	careers@viryanet.com
Website	http://www.viryanet.com
Salary	Commensurate with experience
State	Massachusetts
City\Town	Westborough

Region Metro Area	Location -> Massachusetts -> MetroWest
Job Type	Job Type -> Full-Time
Categories	Category -> Software -> Release Engineering Quality Assurance Technical Services Professional Services Software Development

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