



Job Title:	Technical Support Consultant
Business Unit:	Professional Services
Department:	Client Support
Reporting to:	Director of Client Support
Exempt Status:	Exempt
Prepared Date:	9/21/2011

International Decision Systems, Inc. is a world-class software developer of enterprise level software for the commercial finance industry. Headquartered in Minneapolis with global offices in Australia, Europe and India, International Decision Systems, Inc. has a 30-year history of serving the majority of the top 200 leasing organizations worldwide. International Decision Systems, Inc.'s customers are among the largest publicly traded organizations in the world and they value International Decision System, Inc. for its nimble, responsive technology expertise. At International Decision Systems, Inc. you'll be part of an innovative team of professionals who serve the world's commercial finance industry with progressive products and financial depth only available from an integrated strategic partner.

**Job Summary:** The Technical Services Group assists multiple teams with technical consulting, troubleshooting, and implementation of IDS and other third party products.

### **Essential Duties and Responsibilities**

- Build business relationships with our clients while providing high level, quality technical consulting and support both remotely and on-site.
- Resolve intermediate and advanced technical problems.
- Manage technical installations and upgrades including operating systems, databases and IDS products.
- Consult on environment configurations for IDS software and related products.
- Provide technical detail in response to RFI's, RFP's, and creation of Statements of Work (SOW).
- Assist with technical documentation for product installation & administration, client trainings, and seminars.
- Manage internal product environments.
- Manage customer SaaS environments.
- Assist with product certifications on new technology platforms.
- Escalation point for the 24-hour product support pager.
- Create content and present material during annual IDS user conference.
- Perform other duties as assigned.
- Travel: up to 10%, some may be international.

### **Qualifications:**

#### Experience/Education:

- 2 or more years related work experience.
- Advanced education in related field.



Job Title: Technical Support Consultant  
 Business Unit: Professional Services  
 Department: Client Support  
 Reporting to: Director of Client Support  
 Exempt Status: Exempt  
 Prepared Date: 9/21/2011

**Knowledge, Skills and Abilities:**

- Demonstrates excellent communication, customer service, and problem solving skills.
- Knowledge of :

<b>Third Party Products</b>	<b>Databases</b>	<b>Operating Systems</b>	<b>Other Technologies</b>
Weblogic	UniData	Windows	AD/LDAP
Tomcat	SQL Server	Unix (AIX, HP-UX, Solaris)	VMware
wIntegrate (other terminal emulators)	Oracle	Linux	Networking
WebSphere			Java
			IIS

- Ability to multi-task and pay strong attention to details.
- Ability to perform duties with minimal supervision.
- Familiarity with PC and server hardware, network troubleshooting and configuration concepts.
- Ability to perform troubleshooting and routine management tasks on database platforms.
- Apply commonly used technical practices and procedures; able to diagram technical concepts.
- Current OS, application, and/or database certifications a plus.

Candidate must be able to pass criminal and credit background check.

As an Equal Opportunity Employer, we are committed to a diverse workforce.

(The experience criteria used above should not be seen as definitive. Applicants with less experience are invited to apply where they consider that they have relevant experience and/or qualifications that will meet the needs and responsibilities of the role).

Please submit resume to [staffing@idsgrp.com](mailto:staffing@idsgrp.com)