



Onboarding & Production Support Analyst

Full-Time Employment

Seniority Level: Mid-level

Castle Rock, CO

Industry: Software, Public Safety

Intterra started as a company on a mission to arm the fire service with big-data solutions so they can be better informed, more flexible, safer, and ultimately more valuable to their communities. In its 10 year journey, the core applications have grown to provide Operations, Incident Management, Preplanning and Reporting functions in a SaaS environment to various community-minded clients from the national/federal level to local government & the private sector.

As an Onboarding & Production Support Analyst for our clients and partners, you will be working in a production environment assisting with onboarding and system configuration for new clients as well as monitoring, identifying, resolving, and escalating client system issues. You will be researching issues to identify the root cause and ultimately working as a team to resolve and improve the function or process. The Onboarding & Production Support Analyst should demonstrate strong analysis, investigation and problem solving skills, communication and collaboration skills, with a strong client service mindset.

What You'll Do:

- Work across the organization and with external end-users as a "System Advisor" to:
 - Onboard new clients; performing data integration and validation activities as well as configuring roles and workspaces for the modules/platform purchased
 - Take a holistic approach to problem solving, by connecting the dots during a production event or assisting with application triage through the various technologies that make up the platform.
 - Work closely with colleagues on the IT team to assist in the research, analysis, documentation, and resolution of system issues reported by the user community.
 - Support IT activities, including ticket resolution, change assessment and implementation, incident resolution, root cause analysis for the platform, and remediate gaps or resiliency concerns.
 - Create and maintain support documentation and procedures.

- Help business users identify areas for improvement, whether a process improvement or a system enhancement.
- Participate in ad-hoc and scheduled end-user training activities.
- Participate in testing activities
- Monitor changes to applications and their operating environment and assist in the day-to-day analysis of inconsistencies between systems taking the lead in resolving any discrepancies.
- Provide first-class service to our Agency partners when dealing with agency download set-up, maintenance and troubleshooting.
- Manage and maintain data uploads, reloads and schedules.
- Interact and communicate with all levels of management, both internal and external.
- Occasionally work a few hours on weekends and/or late nights in support of our releases.

Minimum Qualifications:

- 4+ years of production support experience; resolving and escalating tickets in a production environment of core applications, portals, etc. troubleshooting javascript, json, postgres functions
- SQL expertise; particularly T-SQL or MS SQL and PostgreSQL
- Great collaborative attitude with the ability to communicate well with management, team members, and customers

Nice to Haves:

- Experience with ArcGIS services; geospatial data
- Experience working in the public safety or government sector
- Strong experience with troubleshooting, problem solving, and escalation
- Experience ingesting data from varying data sources into a single structured database
- Exposure to Highcharts (Javascript API) and/or analyzing and visualizing data using data visualization tools such as Tableau, PowerBI

Responsibilities:

- Onboarding activities: data integration, data quality reviews and system configuration

- Automation of onboarding processes where possible
- Help prioritize and resolve customer tickets/issues as they are reported via Teamwork Desk or the Account Management team.
- Update/adjust system configuration
- Document support procedures; focusing on repeatable, reliable processes
- Support testing efforts for bug fixes and system enhancements
- Monitor client system health and functionality
- Escalate issues and collaborate with engineering on resolutions
- Manage workload within an Agile construct; assisting with story/feature definition where necessary

What's In It For You?

- Full-time capacity and if desired, the role could grow to a managerial position
- This is an opportunity to join a growing company, supporting thousands of end users and quickly contributing to client satisfaction
- Having the opportunity to shape how the SaaS tools become more client-configurable
- Working in the town of Castle Rock - lots of local hiking, cycling and mountain biking opportunities
- Flexible work schedule in a supportive, team oriented environment

Seniority Level

Mid-level

Industry

- Software, Public Safety

Employment Type

Full-Time

Job Functions

- Information Technology