



PERPETUAL TECHNOLOGIES, INC.

PTI Job Posting Requisition

Job Title: Production Application Engineer

Location: Indianapolis, IN

Salary: \$75-\$90k

Duration: Contract to Hire

Job Description: Responsible for performing complex analysis, design, programming, and modifications of computer programs for software products and/or customer applications. Writes code and completes programming, testing, and debugging of applications. Determines forms, procedures, and other documentation needed for installation and maintenance of application programs. Interfaces with marketing and customers to add new or custom features to company products. May provide work leadership and training to lower level professional staff. Typically requires a technical degree and 5 to 7 years related experience. Requires familiarity with many of these technologies: DOS/Windows, OS/2, 32-bit Windows Programming, OLE Automation and OLE Control, Win32 Windows Device Drivers, Windows NT, C++, Assembler, GUI, Java, Java Script, HTML, DHTML, Active Server Pages, OLE DB, DCOM, and ActiveX. May be involved in the development of BIOS, drivers or system software and tools such as ICE, soft-ICE, and kernel debugger.

Required Skills: As the change navigator for marketers everywhere, our "client" never sits still. Our "client's" integrated marketing software enables Business-to-Customer and Business-to-business marketers to successfully navigate the changing role of marketing by taking control of budgets and spend, eliminating internal silos with streamlined workflows and executing innovative multi-channel campaigns to drive measureable ROI. Hundreds of thousands of Marketers trust our "client" to revolutionize their marketing including Bank of America, Honda, King Pharmaceutical, Pearson Education Ltd, Time Warner Cable-NY and Wal-Mart. We are looking for a Production Application Engineer who will work as a part of a dynamic team in a rapidly growing company. The Production Application Engineer is responsible for resolving code level "client" Marketing software issues as within our Cloud Services Network Operations Center and production environments. The Production Application Engineer is also responsible for documenting those resolutions and providing

recommendations into our “client’s” Product Development groups, Field Services, and Customer Care. Specific duties include:

- Debugging and resolving technical software issues as they relate to software coding, database, and logical “client” Marketing application use.
- Effectively interact with Support Analysts, and “client’s” new product development to troubleshoot and independently repair coding defects as found within current “client” Marketing software releases.
- Develop and maintain a deep technical understanding of “client’s” Marketing software applications in order to effectively support “client’s” customers.
- Work with “client” Product Management to provide operational resolutions which will enable the design, code enhancements and development of patches to “client’s” Marketing applications.
- Ensure that every customer is treated professionally and with respect
- Act as a customer advocate to “client’s” Product Management, Field Services, and “client’s” Customer Care.

• A minimum of a BS in Computer Science or related discipline • Minimum 2 years’ experience in .NET/C# or other high level programming language • Proven experience with SQL and relational database concepts • Proven experience debugging and troubleshooting software-related issues • Experience with HTML/XML and Java Script • Experience with Java script • Experience with Windows 2003 and 2008 Server • Familiarity with Microsoft SCOM and SolarWinds Orion • Excellent communication and professional skills • Previous experience with customer service facing roles and responsibilities • A strong desire to see customers using “client’s” Marketing succeed in solving their business problems • A positive attitude and desire to make an impact on an organization • Ability to work effectively both independently and in a small team environment • Strong time management skills and multitasking abilities.

NOTES: We provide global team members with a dynamic, challenging environment in which they get to work with some of the world's largest and most respected brands. We are a community-minded team with a fun, casual, flexible, results oriented work environment, which is also reflected in being named one of the Best Places to Work in Indiana. We promote an environment where team recognition and personal passion are important to our overall effectiveness.