System Engineer, Intern (Summer 2017)

We are looking for a System Engineer summer intern for our NYC location. This unique and paid opportunity will be involved in investigating end-user system functional specifications based on business requirements, and designing, analyzing and testing Comarch Loyalty Management solutions. Involvement in business and user problem resolution will also be a major responsibility to ensure CLM implementations match end-user needs.

Duties and Responsibilities:

- Collaborate with Analyst Project Manager, and System Engineers to ensure that the delivered software meets the business objectives of the project and is developed in accordance to the user or system design specifications
- Prepare analytical, technical, & testing scenario documentation
- Participate in teleconferences and meetings with clients to discuss functional specifications, identify problems and prepare input for roadmap
- Handling service requests, incidents, enhancements, tasks or questions reported by clients
- Work closely with development team to develop effective CM strategies for new and existing products
- Provide product feedback and help to drive product improvements by working closely with Project Management and Engineering
- Contribute to CLM Knowledge Base by documenting frequently asked questions, solutions and techniques
- Participate in all release management activities for client change requests and service packs
- Other duties as assigned by the Program Manager supervisor

Requirements:

- Strong spoken and written English with the ability to explain complex concepts in an understandable way
- Able to work independently and efficiently to meet deadlines
- Detail-oriented and highly organized with the ability to multi-task
- Beginning knowledge of IT services and applications including: Java programming (based), SQL and PL/SQL programming, Linux/UNIX administration, Oracle database administration, Tomcat administration, Apache administration, Liferay administration, MULE administration, WebLogic administration
- Working knowledge of SQL Developer and XML spy
- Computers & Electronics
- Engineering & Technology
- Complex Problem Solving
- Troubleshooting