



Client Solutions Engineer

Rhode Island

Who we are

Trade Area Systems (or TAS for short) makes data visualization software that helps retailers make smarter, better real estate decisions. We are part of the global Kalibrate group and have our office in the heart of downtown Providence. We are an entrepreneurial company with big ideas, re-defining an entire industry with our tools and services. As a Client Solution Engineer, you'll have the opportunity to work with our clients on a daily basis to ensure they are obtaining maximum business value from our platform.

Our work environment and culture combines a high level of professionalism and serious work ethic with a casual atmosphere. TAS is a place where people know how to enjoy their work.

You will be a crucial part of the client solution team, interfacing with our roster of retail clients, helping them to get the most out of our game-changing technology.

What you'll be doing

- Troubleshoot problems in client environments using a variety of analytical and technical tools.
- Work with clients, diagnose issues, and follow procedures for triage and case resolution.
- Solve problems by developing queries and by procedural programming (T-SQL) utilizing SQL Server Management Studio.
- Develop test plans, test cases, automation scripts, test harnesses and acceptance criteria.
- Troubleshoot programmatic and functional defects throughout development iterations.

Key skills and attributes

- Excellent customer-facing skills
- Strong analytical and troubleshooting ability
- Strong organizational skills and ability to work independently
- Strong written, verbal, and interpersonal communication skills
- Proven ability to develop tools to solve problems
- Team player

What you'll need



- Bachelor's Degree in Computer Science, Geography or a related field.
- 1+ years technical support experience.
- Windows file system knowledge.
- Experience with relational database management systems.

Desirable:

- Intermediate to advanced knowledge of Microsoft SQL Server or other database platform.
- Working knowledge of Geographic Information Systems (GIS)
- Experience with a multi-tiered software support system.
- Experience with test automation tools used to test data intensive applications.
- Experience with Microsoft .NET technology stack.
- Previous help desk or customer service experience.