



Integration and Support Specialist



www.whiteoaktg.com

www.integrityschools.com

About White Oak Technology Group and Integrity Schools

White Oak Technology Group is a technical solutions development company specializing in the design and development of custom software applications, informational and e-commerce websites, and application integrations. We provide website development and hosting, software development, business application development, as well as technical and business consulting services to clients as small as home-based businesses and as large as Fortune 100 corporations.

Integrity Schools is a nationally recognized solution provider for school districts and software vendors in the educational technology market. Our mission is to help schools across the country integrate, consolidate, and disseminate information using open, standards-based technologies. Integrity Schools' core solutions are SIF (Schools Interoperability Framework) implementation and support services, Business Intelligence applications, and SIF Agent consulting for software vendors.

Our Technical Services team develops and supports the tools and applications needed to deliver the various product and services offered by both companies. We are currently seeking to fill a full time **Integration and Support Specialist** to support our clients, tools and applications that comprise our core solutions.

We offer a competitive salary and benefits package including performance bonuses, health insurance, paid time off, and a highly collaborative and flexible work environment. We are looking for energetic and intelligent individuals to join our organization and contribute to our continued success. We have a great reputation, a consistent track record of success, and the potential for tremendous growth.

Primary Job Responsibilities

- Coordinate installation, configuration and monitoring of software components and monitoring tools.
- Provide excellent technical support/help desk services to our internal and external clients.
- Provide client focused training at completion of integration projects.
- Develop technical documentation for new product and service offerings.
- Coordinate annual data maintenance (rollover) activities for data integration clients.
- Contribute to a highly collaborative team environment.
- Recommend and implement best practices and improvements for our premiere support services.
- Other duties as assigned.

Job Requirements

- Two years level 1 or level 2 technical support experience.
- Two years experience with the installation and management of software in a networked/server based environment.
- Knowledge of basic TCP/IP addressing and DNS.
- Experience working in a fast paced, fluid environment.
- Basic knowledge of MS SQL Server 2005, 2008, or 2012.
- Basic knowledge of XML and HTML.
- Strong analytical and problem solving skills.
- Ability to multi-task and prioritize daily responsibilities.
- Excellent follow-up and customer service skills.
- Excellent verbal and written communication skills.
- Unwavering attention to detail.
- Highly developed sense of urgency and follow through.
- Ability to handle multiple requests under pressure.
- Must be self-motivated and able to adapt to changing priorities and learn new technologies quickly.

Interested candidates should email a cover letter and resume to hr@whiteoaktg.com.