Join us as a

Technical Solutions Consultant

Job Overview

Job Title: **Technical Solutions Consultant**
Company: comforte Inc.
Job Location: U.S or Canada – Remote position
Contract type: Full time permanent employment (40h/week)
Experience: At least 7 years of experience:

- HP NonStop systems (Guardian, OSS)
- Payments – Electronic Funds Transfer (EFT)
- ACI Base24 Classic and EPS – FIS/Deluxe Connex payments products a plus
- Customer facing technical/consulting role
- Software development on NonStop

Education: At least Bachelor in Computer Science (or similar subject), or higher degree
Reports To: Head of Product Services
Start date: At earliest convenience

Role

In your role as a Technical Solutions Consultant, you will be responsible for working directly with customers to provide consulting, installation services, training, development and support for comforte's NonStop SecurDPS product. Your role also includes working with the Sales team and Solutions Architects for both potential and current customers in all phases of comforte's Sales/Services Life-cycle.

More specifically, this includes:

- Providing guidance/ consulting to the customer,
- Conducting and/or supporting Proof of Concepts (PoCs),
- Conducting and/or supporting Discovery (Requirements/Solution),
- Software development - liaise and/or work closely with development (R&D) team to identify and resolve product gaps/ opportunities – both current/future.

Additional areas of responsibility to include the following:

Training

- You will be required to perform training, which will consist of hands-on training during Proof of Concept and implementation, as well as formal class sessions. This could also require the development of training materials and recordings as needed.

Development

- Your main responsibilities will consist of Product Services consulting activities; however, there will be times when you will also be required to perform software development on the SecurDPS product for the purposes of adding new enhancements or fixing problems while liaising with developers on the R&D team.

Product Support

- Additional responsibilities include working with our support groups to help resolve problems and providing consulting to others within comforte.

Documentation

- As part of the Sales/Services Lifecycle, you will be required to produce technical documentation as needed, e.g.: Solution Descriptions, Statements of Work for Services (SOWs) to be performed, and Enhancement Requests (RFEs). Additional technical documentation specific to the customer may also be required.

You will report to and work closely with the Head of Product Services, who will be coordinating and acting as the Product Services Manager for these customer engagements. Customer projects will consist of either/both remote and face-to-face activities, therefore some travel is required. This is a remote-based position, working from your home office location.

Required Technical Skills

Excellent and extensive skills and background knowledge in:

- Operating systems: HP NonStop Guardian, OSS - Additional OS's are a plus
- Programming languages: TAL, C, TACL, COBOL - Additional languages are a plus
- Databases: Enscribe, SQL
- Application software background in Pathway and in using SCF
- EFT/Payments industry (protocols, Connex, Base24, ISO, components, processes, flows (online/batch), file/message formats)
- Familiarity with Security technologies, especially encryption/tokenization technologies for data-at-rest and in transit protection – SSH, SFTP, HSM (Atalla/Thales) knowledge a plus
- Data Replication technology knowledge is a plus (e.g.: Golden Gate (GGS), Shadowbase, DR/Net, RDF, NDM)
- Experience in Tandem performance tuning (MEASURE) is a plus
- Data Communications knowledge is a plus
- Banking, Fraud and Risk Management knowledge a plus

Professional Traits and Aptitudes

- Customer service attitude and excellent customer-facing skills
- Ability to work as team member
- Quick learner with a willingness to try/adopt new things
- Flexibility to accept a wide variety of assignments
- Ability to work effectively remotely from home office
- Must be willing to travel to customer sites and comforte offices – mainly U.S., Canada, Latin America with limited International travel

- Good product support and problem solving skills
- Confidence - must immediately gain the confidence of customers, sales personnel and other management

Communication

- **English:** Required to be fluent both in oral and written communication
- **Other languages:** Other language skills helpful but not a requirement

What comforte Can Offer

- Unique company culture resulting in close to 0% staff turnover
- Interesting work in an international team with clients in the Payments / Telco / Retail / Manufacturing industry around the world
- Flexible working hours
- Flat hierarchies
- Good work-life balance
- Opportunity to work self-sufficiently, take responsibility and make a difference
- Work location negotiable once fully on-boarded and accustom to culture, team and work environment
- Competitive salary

More Information

comforte is a medium-sized company in private ownership with headquarters in Wiesbaden, Germany. We are world market leader in security, transformation and connectivity software for mission critical environments. With about 100 employees worldwide in our locations in Germany, the US, Australia and Singapore, we develop, sell and support our software products to our worldwide client base. We are proud of our company culture and our agility. For more information, see www.comforte.com.

Contact and Questions

Please send your application in English language to careers@comforte.com. Please send any questions you might have to the same address.