Avoca IT Consultant

June 2016

POSITION OVERVIEW

The Avoca Group is currently seeking candidates to will support IT Operations with web-based survey programming and panel management. Additional responsibilities for custom coding/development and SharePoint administration are also available for the right candidate.

The ideal candidate will have strong technical, organizational and project management skills with the ability to manage multiple competing priorities at once. This role will require a close working relationship with Research Services, Project Management and other departments.

In addition to this, the candidate should:

- Reflect our company values and fit our company culture
- Work independently and be able to adapt to work in a virtual environment
- Pay close attention to detail and deliver on time, with top quality
- Demonstrate teamwork, establishing effective working relationships and building trust with internal stakeholders
- Be proficient in common structured programming languages (e.g. C#, .NET, Java)
- Have experience working with web survey platforms (e.g. Qualtrics, SurveyGizmo)
- Have experience in transactional email delivery services (e.g. MailChimp, SendGrid)
- Possess strong written and verbal communication skills

The Avoca Group values hard work of the highest quality and also encourages creativity and work life balance.

Job Title:	IT Consultant
Department/Group:	Information Technology
Location:	Hybrid - Virtual / Office presence in Princeton, NJ
Position Type:	Consultant / Up To 15hrs Per Week
Reports To:	VP Operations
Manages Others:	N
Job Description	
ROLE AND RESPONSIBILITIES	
• Captures, understands and interprets survey performance requirements and translates these into the	

web-based survey technical design and programming.

- Creates survey user acceptance test plan and test scripts; manages resolution of test findings and change control throughout the testing/reprogramming process.

- Performs quality checks on survey panel contact information, loads survey panel contact information into the mail delivery platform and manages survey panel performance in coordination with Project Management.

- Maintains alignment and communication with IT Operations, Research Services and Project Management stakeholders for project execution, issue remediation and delivery enhancement opportunities.

- Interfaces with third-party software vendor technical support, as required.

- Manages the creation, configuration and maintenance of SharePoint site collections, sub-sites and associated web parts.

- Develops custom code, macros and software applications within and across third-party systems, as required.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- The legal authority to permanently work in the U.S.

- A university degree or college diploma in related field

- A high level of initiative and the ability to work well in a team-oriented, collaborative environment

- Strong communications and organizational skills

- The ability to work effectively in a dynamic environment with changing priorities

- Strong analytical and problem-solving skills with strong attention to detail

- Experience with loading and programming surveys in web survey software (Qualtrics, SurveyGizmo, etc.), including use of skip/branch/page logic, piping and loop and merge functions.

- Experience coding in structured programming languages (C#, C++, JAVA, .NET, etc.) and with common development environments (e.g. Visual Studio), certifications preferred, but not required.

- Strong understanding of the software development lifecycle (SDLC) and its associated deliverables

- Proficiency in office applications (MS Excel, MS Word, MS PowerPoint, MS SharePoint)

PREFERRED SKILLS

- Experience with Qualtrics/Qualtrics certification

- Experience using transactional email delivery and management platforms (e.g. SendGrid, MailChimp, etc.)

- SharePoint 2007, 2013 administration

- Customer service experience

- Database administrator (DBA) experience and a knowledge of common relational database management systems (e.g. Oracle, MS SQL Server)

- Proficiency with Visual Basic (VB/VBA) and Visual Studio

ADDITIONAL NOTES

The above is a guide and may be substituted by adequate educational, career or life experience at the discretion of the hiring manager.