

<https://apply.deloitte.com/careers/JobDetail/Deloitte-Consulting-US-Delivery-Center-Government-Public-Services-Solution-Analyst-Software-Developer/153368>

Position Summary

Solution Analyst – Software Developer: Deloitte Consulting, US Delivery Center

Interested in creating mission critical solutions? Together with our other delivery centers around the world, we provide development and sustainment services for our clients, both pre- and post-implementation. Here you'll get the chance to work on projects that will build on your technology and business skills, support organizations undergoing large-scale transformation, and help our clients achieve a higher level of service and business value.

Work you'll do

As a Solution Analyst, you'll work with an experienced team to act as a strategic advisor to clients through solution implementation and maintenance. The work could span a variety of skillsets, as detailed below.

Knowledge Areas- Software Developer

** As part of the application process, you will provide preferences for your top choices of knowledge areas. Expertise in all knowledge areas is NOT required for the position. **

Software Development:

- Play a key role in the design, installation, testing and maintenance of application software
- Code entirely new custom software applications, or use 'off the shelf' software. Support implementation and leading practices while taking ownership of technical tasks
- Design user interactions on websites, developing servers, and databases for website functionality, and coding for mobile platforms via full stack development

Cloud Technology & Networking:

- Develop templates, scripts or programming in a cloud environment
- Participate in the installation and configuration of ERP solutions like Oracle, SAP, Workday, Informatica, and build environments on Cloud platforms like AWS, GCP, VMWare, and Azure
- Provide support for networking, compute infrastructure (servers, databases, firewalls, load balancers), and develop/deploy/maintain Cloud solutions in agile environments

Testing:

- Provide testing of applications while becoming subject matter experts in the applications under test
- Develop automation frameworks and scripts to provide efficiencies and effective smoke/regression testing

Robotics Process Automation:

- Configure, build and test Robotics Process Automation solutions supporting automation of workflows, troubleshooting, requirement design and estimation, and implementing solutions
- Translate business requirements and processes into technical requirement and configuration settings specific to Cognitive Robotics Automation solutions

Databases:

- Understand relational and object-oriented Databases Management Systems like Oracle, MS SQL, MYSQL, Postgress SQL and other Cloud Native databases
- Know SQL to manage Databases

Enterprise Performance:

- Develops solutions to client problems through application of various Enterprise resource planning (ERP) methods and tools; validates solutions to subject matter experts

- Develop customized solutions and draft technical design documentation utilizing strong skills in problem solving, and attention to detail

Qualifications

Required

- **Bachelor's degree** completed by August 2024 in these or related areas of study
 - Computer Science, Software Engineering, Computer Engineering, information Technology, other Engineering Programs
- Strong academic track record (minimum **GPA of 3.0**)
- All USDC Practitioners will be expected to co-locate up to 30% of their time. This may include a maximum of 10% overnight client/project travel
- Must live in a commutable distance to one of the following Delivery locations: Gilbert, AZ; Lake Mary, FL; Mechanicsburg, PA
- Must be legally authorized to work in the United States without the need for employer sponsorship, now or at any time in the future.
- Must be able to obtain the required level of security clearance for this role

Preferred

- Programming/modeling language proficiency, Software/application development knowledge, IT Delivery Methodology awareness, Capabilities across the cloud journey (plan, execute, and run).
- Hands-on programming knowledge through coursework or internships (e.g., **Java, .NET, Python, SQL, HTML, JavaScript** etc.).

<https://www.kaseya.com/careers/jobs/id/4993952004/>

Technical Support Expert – Level 1 – New Graduates

Orlando, Florida

Full-Time Position (This position is 100% in-office)

Are you ready to make an impact?

WHAT WE ARE LOOKING FOR:

Kaseya is seeking a talented and enthusiastic Technical Support Expert - Level 1 - to join our elite team. As a Technical Support Expert at Kaseya, you will play a crucial role in delivering top-notch IT support, ensuring our clients' critical data and operations are protected, and they can recover swiftly from any unforeseen disruptions.

WHAT YOU'LL DO:

As a Technical Support Expert at Kaseya, you will be the ultimate lifeline for businesses navigating through unforeseen challenges. Your primary mission will be to ensure that our clients' vital systems remain operational, protected, and swiftly recoverable in the face of disasters, cyber-attacks, or any disruptive events. With your expertise and passion for problem-solving, you'll play a pivotal role in keeping businesses running smoothly and securely.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform incident triage and maintain ownership until resolved or escalated for further research.
- Build ongoing relationships with customers.
- Answer incoming support inquiries via various channels (Chat, phone, email, etc.)
- Continuously maintain ticket backlog, recording support activities in our Help Desk ticketing system and follow up within customer Service Level Agreement targets.
- Continuously train on new and upcoming Kaseya products to ensure the highest level of technical support. Assist in interdepartmental projects to ensure target deliverables are met.
- Develop a strong understanding of Kaseya customer requirements and processes.
- Work with leadership to improve skill sets and career development opportunities.
- Keep up to date with knowledge base articles and other product-related documentation.
- Manage multiple tasks in a fast-paced environment with competing priorities.
- Perform all other duties as assigned.

WHAT YOU'LL BRING:

- Graduating December 2023 with your Associates or bachelor's degree in business administration, Information Technology preferred, or equivalent experience.
- Previous internship experience or 1 year of technical support work experience
- Driven by learning new things and the ability to thrive in an environment filled with learning new technologies including virtualization, cloud computing, ZFS file systems, Linux command line and more.
- Computer literacy skills: Strong working knowledge of Networking, operating systems, configurations, hardware and SaaS applications, Windows administration, & basic Linux skills.
- Proactive problem-solving skills and ability to manage several tasks at once.
- Excellent written and spoken communication, motivated, and organized.
- You have a great customer-oriented attitude and are motivated, coachable and competitive, and want a successful career in the IT space.
- Must be able to work in a fast-paced environment.
- Must pay attention to detail.

We have several opportunities available, including day, swing, night, and overnight shifts.

The training for the role has a length of up to five weeks. Training takes place Monday through Friday 8:00am – 5:00pm.

Job Description:

In the role of an *Associate Software Developer*, you will be responsible for contributing to the development and maintenance of software solutions, ensuring the highest standards of quality and efficiency.

Key Responsibilities:***Maintain Existing Software:***

- Collaborate with the team to identify and address bugs, glitches, and other issues in existing software.
- Implement updates and improvements to enhance the performance and functionality of existing systems.

Requirement Elicitation:

- Work closely with stakeholders to gather and analyze software requirements.
- Translate business needs into clear and concise specifications for software development.

Design and Create Software:

- Design innovative and scalable software solutions based on project requirements.
- Write clean and efficient code to implement software designs.
- Adhere to established coding standards and best practices within the development team.

Create Documentation for Software:

- Develop comprehensive documentation including Standard Operating Procedures (SOPs), class diagrams, and flowcharts.
- Ensure that documentation accurately reflects the software architecture and functionality.

Create and Maintain Databases:

- Design and implement databases to support software applications.
- Ensure the integrity and security of database systems through regular maintenance and updates.

Present Software Work:

- Showcase completed software projects to internal teams for feedback and review.
- Participate in knowledge-sharing sessions to disseminate insights and improvements.

Build Presentations for Clients:

- Collaborate with cross-functional teams to create compelling presentations for client meetings.
- Effectively communicate technical concepts to non-technical stakeholders.

Qualifications:

- Bachelor's degree in **Computer Science (preferred)**, Applied Mathematics, Computational Mathematics or a related field is required. Skills:
- Object-Oriented Programming Experience: such as Python, Rust, Ruby, Java, C++, etc.

- **Agile-Scrum** Software Engineering Experience preferred
- Preferred experience with **SQL or NoSQL databases, including MS SQL, PostgreSQL, Oracle, MongoDB, Cassandra, etc.**

1. What did you learn from searching for and annotating the job advertisements? (1 paragraph or 4-6 complete sentences)

I learned how to keep organized while looking for positions. Many have the same basic requirements. Most positions require a bachelors degree. Most positions require previous experience.

2. Based on your academic, professional, and personal experiences to date, which position would you be the most qualified for? Why? (1 paragraph or 4-6 complete sentences)

I'm currently interviewing for the first position at Deloitte as a Solutions Analyst. I have developed automation software for my current position. On top of that, I have been developing many more personal applications. I have experience with MySQL and Java which is what the positions requires.

3. What skills or experiences might you need to gain to become a top candidate for one of these positions? (1 paragraph or 4-6 complete sentences)

More experience working in teams. Handling a codebase with other will improve my collaboration skills. I currently only work on projects personally.

4. Which job advertisement will you be using for this project? (Note: This means that you will write your resume and cover letter specifically for this job.)

I will be using the Deloitte position.