



TECHNOSMARTS

Title: Business Analyst (Online Performance Support (OPS) Solution Architect

Skills: Studio-C#, .NET and Java Scripts-Call Center technology (plus), Object oriented development experience.

Location: Chesterfield, MO

Area Code: 636

Tax Term: CON_W2

Pay Rate: TBD

Travel Required: 25%

Description:

POC TOM MCMANUS 636-519-0814

tom@technosmarts.com

Job Title: Business Analyst-Sr.

Total # of Positions: 1

Start Date: 1/11/10

Duration: 3-6 Months

End Date-7/10/10

- ✚ Online Performance Support (OPS) Solution Architect to support ACD in St. Louis, MO.
- ✚ Other major US locations within the ACD network (Dallas, Atlanta, Seattle) are a possibility.
- ✚ Online Performance Support (OPS, a type of electronic performance Support System (EPSS), provides advanced scripting capabilities and best-practice guidance.
- ✚ OPS guides the user through business processes according to the sequence of activities required to accomplish specific tasks.
- ✚ OPS automates steps for the user and provides just-in-time content sensitive performance support.

Description of Responsibilities:

- ✚ The OPS Solution Architect needs to be able to:
 - Provide application programming for OPS implementation using GUI based tool (Studio).
 - Participate in the design of the user interface functionality and implementation of workflow rules.
 - Define the architecture and design for OPS Solutions implementation.
 - Design application functionality, data structures and the integration with other data sources and destinations.
 - Resolve issues related to application modification and/or product functionality.
 - Ensure that all components of the architecture are properly integrated and

- implemented.
- Responsibility for support, methodology and quality control throughout all stages of the project.
 - Work with 3rd party vendor tool and environment.
 - Participate in knowledge transfer to the Customer.
 - Assist the users during production roll out.
 - Communication with customers IT about technical feedback on implementation.

Technical Skills:

- + Working knowledge of C#, .NET and Java Scripts
- + Strong experience with Call Center Technology (an advantage)
- + Object oriented development experience.
- + Problem solving-the ability to come up with creative solutions to technical problems.

Behavior Competencies:

- + Business orientation and excellent customer facing capabilities
- + Availability/ability to frequently travel to world-wide customer sites for long (1 month) and short periods.
- + Good self learning capabilities and analysis skills.
- + Good team and inter-personal skills.
- + Ability to work independently and under changing environments.
- + Multi-Tasking capabilities in a high pressure environment.
- + Excellent communication skills: written, verbal, listening and presentation, assertiveness.
- + Excellent analytical skills
- + Experience in working within IT organizations (advantage to Client Systems).
- + Familiarity with the call center environment, terminology, KPIs and business goals.
- + Attention to details.

Experience

3-5 years of experience in relevant technical positions.

Education:

B.S./B.A. in CS.

Equivalent experience may also substitute for degree.

Location:Chesterfield 1390 MO 63017

Hours: 8:00am-5:00pm

St. Louis Candidates will be considered first.

All candidates must have the background check complete before starting the assignment.

Background Check Required:YES

Drug Test Required: YES

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