

Job Description: Product Consultant (JAVA)

Reports to: Professional Services Director

Dept: Professional Services

Posted: 8/10/2010



The **Product Consultant** works with clients to develop and implement their call center solutions to support the client's business requirements. This consultant will be working on the project's complete life cycle, following approved life-cycle methodologies, including requirements gathering, system design, development, QA, production, and deployment. Familiar with standard concepts, practices, and procedures required to implement Jacada products. Relies on experience and judgment to plan and accomplish goals. A degree of creativity and latitude is required.

TRAVEL REQUIREMENTS:

- This position travels an average of 75% of the time (usually Monday through Thursday) to client sites in North America. International travel is available, if interested, but not required.

PROFESSIONAL SKILLS REQUIRED:

- 3-5 years overall professional experience designing, developing and testing software applications.
- 3+ years of Java development experience.
- 2+ year experience in J2EE Web application development (AJAX, XML, JSP, JSF, Javascript, Spring, Hibernate, extJS, Beehive and Web Services).
- 2+ years experience programming with HTML, ASP, JSP and WebServices.
- 1+ years experience with J2EE Middleware (Oracle WebLogic and/or IBM Websphere a plus) and developing within J2EE framework
- 1+ years experience Database development experience (MySQL, MS SQL Server, Oracle, DB2)
- 2+ years experienced working with desktop productivity applications (MS Word, Excel and Visio)
- Consulting or professional services experience desirable

BUSINESS SKILLS REQUIRED:

- Work Skills and Habits – A high-energy individual who is able to simultaneously manage multiple project activities and be engaged in multiple projects when needed. Ability to work independently as necessary with minimal supervision.
- Attention to Detail – Ability to undertake detailed project activities with accuracy and reliability.
- Communication skills – Ability to effectively communicate ideas and concepts to other team members including both Customer and Jacada representatives.
- Team Work – Ability to interface and work cooperatively with teammates, customers and third-party service providers.
- Problem Solving Skills – Ability to resolve customer problems with diplomacy, either directly or with the team's assistance.
- Leadership Skills – Ability to lead/direct development activities of a team or of multiple teams of developers, which may include customer team members.

Submit your résumé to:

Jacada Inc.
Attn: Human Resources
400 Perimeter Center Terrace
Suite 100
Atlanta, GA 30346

or
Email your resume to:
humanresourcesus@jacada.com



EDUCATION:

- Bachelor's degree or equivalent work experience
- Masters degree a plus
- Tune Application Server JVM configuration (e.g. JVM heap size and garbage collection).
- Working knowledge of Object Orientated Programming concepts, HTTP, JDBC, JMS, JNDI, JAAS, Web Services, JDBC Connection Pooling, Threading, Clustering, Proxying
- Java, JSP, HTML, Javascript programming experience required
- Ability to understand and modify code
- Ability to debug code and understand logs/exceptions
- CTI experience desirable (Genesys, Avaya, Nortel)
- Any of the following certification is a plus:
 - BEA Certified Administrator
 - BEA Certified Support Associate/Professional
 - IBM WebSphere Application Server Network Deployment – Core/Advanced Administration

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