



Client Integration & Operations Support Analyst

Full-Time Employment

Seniority Level: Mid-level

Castle Rock, CO

Industry: Technology, Public Safety

Intterra started as a company on a mission to arm the fire service with big-data solutions so they can be better informed, more flexible, safer, and ultimately more valuable to their communities. In its 10 year journey, the core applications have grown to provide Operations, Incident Management, Preplanning and Reporting functions in a SaaS environment to various community-minded clients from the national/federal level to local government & the private sector.

As an Onboarding & Production Support Analyst for our clients and partners, you will be working in a production environment assisting with onboarding and system configuration for new clients as well as monitoring, identifying, resolving, and escalating client system issues. You will be researching issues to identify the root cause and ultimately working as a team to resolve and improve the function or process. The Onboarding & Production Support Analyst should demonstrate strong analysis, investigation and problem solving skills, communication and collaboration skills, with a strong client service mindset.

What You'll Do:

- Work across the organization and with external end-users as a "System Advisor" to:
 - Onboard new clients; perform client-side data discovery, integration, and validation and configure internal SAAS-based roles, workspaces, and application elements for the modules/platforms purchased by the client
 - Take a holistic approach to problem solving, by connecting the dots during a production event or assisting with application triage across the various technologies that make up the client data integrations and the Intterra applications platform
 - Work closely with other members on the IT team to assist in the research, analysis, documentation, and resolution of system issues identified internally or by the user community
 - Support operational activities, including ticket resolution, change assessment and implementation, incident resolution and root cause analysis to remediate any operations related performance gaps or resiliency concerns



- Create, utilize, and maintain support documentation and procedures
- Help identify areas for improvement for external and internal user processes or system enhancements
- Participate in end-user training activities
- Participate in system and application testing activities
- Monitor data integrations and application functionality during day-to-day operations and participate in the troubleshooting and resolution of any internal or client-facing inconsistencies or discrepancies
- Provide first-class customer service to our Agency partners dealing with all aspects of the end-to-end data integration, application set-up, maintenance, and troubleshooting experience
- Manage and maintain Intterra hosted internal and client data structures, data imports, and processing
- Interact and communicate with all levels of management, both internal and external
- Occasionally work a few hours on weekends and/or late nights in support of critical client activities or internal software releases

Minimum Qualifications:

- 4+ years of applications and database support experience; working with support function and project management applications for resolving trouble tickets and prioritizing task-based workflows in a dynamic data and application driven production environment.
- Working understanding of relational database principles and familiarity with SQL and Non-SQL data structures, management tools and security, particularly for MSSQL, PostgreSQL, JSON, ODBC connectivity, and various data file types.
- Basic understanding of server operating systems (MS Windows, Linux), network operations and security
- Great collaborative attitude with the ability to communicate well with management, team members, and customers

Nice to Haves:

- Experience with ESRI ArcGIS and open-source geospatial data applications
- Experience working in the public safety or government sector
- Strong experience with troubleshooting, problem solving, and escalation



- Experience ingesting data from varying data sources into a single structured database
- Exposure to Highcharts (Javascript API) and/or analyzing and visualizing data using data visualization tools such as Tableau, PowerBI
- Experience working in the Amazon AWS environment

Responsibilities:

- Onboarding activities: data integration, data quality reviews and system configuration
- Automation of onboarding processes where possible
- Help prioritize and resolve customer tickets/issues as they are reported via Teamwork Desk or the Account Management team.
- Update/adjust SAAS-based application configurations
- Document support procedures; focusing on repeatable, reliable processes
- Support testing efforts for bug fixes and system enhancements
- Monitor internal and client system health and functionality
- Escalate issues and collaborate with engineering on resolutions
- Manage workload within an Agile construct; assisting with story/feature definition where necessary

What's In It For You?

- Full-time and dynamic / diverse role with significant growth potential
- This is an opportunity to join a growing company, supporting thousands of end users and quickly contributing to client satisfaction
- Provide meaningful support to public safety operations, particularly fire fighters, to monitor and improve their ability to fulfill their roles
- Having the opportunity to shape how the SaaS tools become more client-configurable
- Working in the town of Castle Rock - lots of local hiking, cycling and mountain biking opportunities
- Remote working options and flexible work schedule in a supportive, team oriented environment

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Industry



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Employment Type

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Job Functions

- Information Technology