

Athenium Professional Services Engineer

Athenium is looking for an entry level Professional Services Engineer to join our small but growing Professional Services team. Successful candidates will work with the team to provide a range of services to our current and prospective customers in these areas:

- Application Development
 - Application development, customization, and configuration
 - Problem identification and troubleshooting
 - Provide input to future product development
- Client Management
 - Primary technical contact with clients
 - Consultation on application of new features
 - Consultation on solution to new client needs and problems
- Project management
 - Solution development and delivery
 - Project scoping, planning, and risk assessment
 - Solution analysis including exploration of alternative approaches
 - Work on multiple, simultaneous projects
 - Product consulting
 - Implementation project management
- Demonstrations and Training
 - Product demonstration development and presentation
 - Customize application guides
 - Develop and deliver product training
- Product Support
 - Creative problem solving
 - Technical support via email and phone
 - Create and maintain strong client relationships

Candidate requirements:

- BS Computer Science or equivalent
- 0-3+ years software engineering or professional services experience in a software application environment
- Experience with SQL and database concepts
- Experience with a scripting language such as Javascript, Python, or Perl
- Experience with a reporting application such as Style Reports
- Experience with a web-based application
- Excellent written and verbal skills
- Excellent interpersonal skills
- Strong analytical and design skills
- Strong track record of on-time project delivery
- Attention to detail
- Strong focus on customer satisfaction
- Minimal travel (2-6 days/year)

Athenium has an entrepreneurial environment where motivated professionals can grow and flourish in a team environment. We are a privately held software technology company that provides complete web-based best practices and learning solutions. Athenium is based in Waltham, MA.

Please send a resume and cover letter to jobs@athenium.com