



Enabling Excellence in Communication and Technology

Software Engineer

Location: Appleton, WI

POSITION SUMMARY:

EDCi provides infrastructure and call center technology services and solutions to clients throughout the Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

The Software Engineer works collaboratively within an Agile team to deliver business capabilities for customers. The Software Engineer will have responsibility for designing, developing, implementing and supporting new software for customers as well as existing off the shelf software integrations. If you're an engineer with a love of software development, we want to talk to you!

At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. When you join the EDCi team, you'll receive many perks, such as:

- Funded Training and Certifications (Cisco Certified Network Associate-CCNA, etc)
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Business Casual Attire with Casual Fridays
- Flexibility – work from home when applicable
- And many more!

Candidates must be willing to be a resident of Wisconsin or within 120 miles of one of EDCi's offices-- either Appleton, WI or Milwaukee, WI

RESPONSIBILITIES:

- Consult with clients to determine functional requirements and converts those to both requirements and design specifications.
- Perform project and support tasks in .NET, C#, Microsoft SQL, Javascript, and Contact Center toolset & telephony IVR solutions.
- Consults with clients to determine requirements and translate them into hardware/software capacity recommendations.
- Adhere to development procedures and coding uniformity within' Azure DevOps.
- Collaborate with other developers to perform peer reviews and quality assurance.



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- Participate in and develop test plans, test cases, and test data sets that validate functional requirements and the delivery of successful software to EDCi's clients.
- Analyze test results, and identify, document, and report root causes for test failures and resolve with the development team.
- Make recommendations to improve software reliability, performance, and quality assurance best practices and processes.
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers.
- Ability to balance both support and project work; able to meet project milestones.

PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:

- Associate's or Bachelor's degree in IT related field required
- Understanding of object-oriented analysis and design skills
- C# Experience or other comparable Programming Languages
- 2 years of .NET development experience is a Plus
- Interest in learning or working with an IP Telephony/VoIP technology is required
- C#, Blazor and Javascript experience is a Plus
- Experience with Microsoft SQL Stored procedures is a Plus
- Excellent client service attitude and team focus

Send applications to careers@edci.com