Position Details:

Title: CRM Software Engineer
Type: Full-Time
Start: Immediate
Hours: 40+ hours per week
Openings: 1
Location: Baton Rouge, LA
Wage: Commensurate on Experience

Company Description:

HELP Solutions provides objective and valuable expertise in developing and implementing Customer Relationship Management (CRM) software systems. With a proven framework of People, Process, and Technology, HELP Solutions assists small-to-mid market companies in improving the effectiveness of their personnel, the automation of their business processes, and the utilization of technology as a foundation for organizational growth. As Louisiana's premier CRM consultant, HELP Solutions works with our state's most successful businesses. HELP Solutions' client list includes prestigious organizations such as Entergy, Conco Food Service, Business Report, Smoothie King, Louisiana Department of Economic Development, and Greater New Orleans, Inc.

Job Qualifications:

- o 4+ years of Visual Basic and/or ASP, JavaScript programming experience. MS .Net is a plus.
- o 3+ years of DBMS experience. MS SQL Server 2005 is preferred.
- o Applied knowledge of networking.
- o Applied knowledge of MS Server and Workstation Operating Systems.
- o Applied knowledge of MS Office Suite. MS Visio and Project is a plus.
- o Effective communicator, verbally and written.
- o 3+ years of Project Management experience.
- o Experience with business process analysis and engineering is a plus.
- o Experience in Sales and Marketing methodologies is a plus.
- o Experience in Customer Relationship Management (CRM) software (e.g. GoldMine, Sage SalesLogix, SageCRM, MS CRM, SAP, Siebel) is a plus.
- o Willingness to travel to client locations.

Job Description:

HELP Solutions is seeking a professional, innovative, independent-minded, self-driven, business-oriented, IT-savvy individual that can bring a host of skills to our team.

Initial responsibilities will include:

- Install and configure CRM software systems to meet specific client requirements and needs.
- Customize existing programming code or create original programming code to meet client requirements for their CRM software system.
- Assist internally with IT-related support.
- Research technical inquiries posed by customers and sales staff.
- Provide technical support for existing customers.
- Assist sales staff with demo systems and customization mock-ups.
- Undergo training and development opportunities in order to develop individual skills and keep up-to-date with the latest advances in our technical or functional area.
- Look for further consulting and implementation opportunities that can extend and enhance usage of a client's CRM system. Make recommendations in a tactful manner.
- Take personal responsibility for solution deliverables. Obtain project objectives on time and within budget.
- Demonstrate strong client interfacing skills and abilities.
- Assist in managing customer expectations.

Additional responsibilities may include:

- Analyze client data/requirements and determine best solutions to fulfill client needs.
- Advise client on alternative methods of solving needs or problems.
- Perform analysis on client business processes.
- Design CRM software systems in accordance with business process analysis.
- Compose Scope and Project Plan documents for client projects.
- Act as Project Manager for numerous client projects.
- Train customers in the use, administration and configuration of CRM products.

Resumes should be emailed to chris@helpcrm.com.