



CREATIVITY SOFTWARE LTD

www.creativitysoftware.net

Systems Engineer

**Mobile & Internet Technologies
Kingston upon Thames, Surrey**

Company Overview

Creativity Software Ltd specialises in Location Based Services (LBS). Our technology operates across mobile and internet technologies where knowledge of location is an integral part of an application's capability. Our expertise in the marketplace has already seen us deliver solutions to a range of Mobile Network Operators in Europe, Middle East, Africa and the Americas.

Location Based Services (LBS) opens up new markets for mobile network operators and service providers, content owners and developers, to provide the users of mobile devices with personalised services tailored to their current location. Creativity Software embraces this technology like no other and leads the way in its development.

The opportunities are endless. With a developing and innovative product suite, a growing client list, impressive order book and rapidly expanding team, this is an exciting time to join and make a genuine impact on the future success of the business.

Summary

Providing customers with installation & ongoing engineering support for software and hardware solutions

Responsibilities

- To undertake responsibility for the preparation and execution of installation and on-site testing of Creativity Software deliverables.
- Delivering training to customer engineering teams, overseeing integration activities with customers and 3rd party suppliers on site, acting as principal contact for support issues for specific customers and/or working in conjunction with other system engineers to provide support to all customers.
- Observe and help develop best practice within the company for all support issues.
- Balancing the need to meet customers' installation deadlines whilst ensuring that testing cycles are completed with the necessary degree of quality and completeness.
- Helping get installation environments ready – logical and physical access.
- Coordinating the activities of our own engineers and those of other parties for the successful implementation of complex systems.
- Responding to customer support issues at inconvenient times, and having to make personal periodic site visits - or arrange those of other engineers - to distant countries.
- Tactical, service based decisions will be within the responsibility of the role. This will be a daily/weekly activity.
- SLA terms, long term resource commitment and the definition of best practices will be initiated by the department manager but will require clear understanding by and input from this role.



Requirements

- Experience of a similar position within Telecoms, Finance, Banking, Aerospace or any other industry where there are mission critical systems and formal acceptance processes.
- Strong Linux/Unix skills
 - Installation, configuration of Linux, Apache, PHP, JBoss, databases, etc.
 - Setup of networking equipment (routers, switches, VPN, etc.), OS hardening, etc.
 - Setup and maintain development and test platforms, continuous integration, versioning
 - System dimensioning, provisioning and configuration
 - Release management
 - Installation of hardware and software systems at client sites and remotely
 - Perform integration with multiple external systems and parties
 - System testing, participate to UAT with the client
- Experience of implementing deployments of similarly complex projects
- Preferably, have experience working for a supplier to telecom operators, ideally within the VAS sector
- Software development background is strongly desired
- Able to write excellent quality technical documentation such as: installation guides, operation manuals, test plans, etc. in English
- Experience of ITIL, ISO and quality management processes a plus
- Knowledge of foreign languages a plus
- BSc or MSc in computer engineering

Travel

EMEA region

Probably 1 trip every other month, duration 5-8 days

This is a very important role within Creativity Software. It is a customer facing role and much of the assessment of the capability of CS by the customer will be based on the level of professionalism demonstrated by this role. This is essential for the retention of customers and securing future business from them.

For further information, please contact:

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