



**Fireminds is an International Technology Consulting firm serving clients in Bermuda, the Caribbean, Latin and North America and delivering solutions utilizing software developers and IT engineers providing a one stop shop for our client's IT needs. Due to its success and growth it is expanding the team to hire the following positions:**

### **Full Stack ASP.NET Developer**

We are seeking an experienced passionate Senior .NET/SQL Developer to support, design, develop, maintain, test and deliver .NET based applications with the focus on web-based applications.

#### **Key Accountabilities:**

- Design and code clean, scalable code using .NET programming languages for enterprise level applications, either from scratch or by adapting existing software to meet business requirements.
- Test, deploy and maintain applications – identify and resolve any technical problems.
- Revise, update, refactor and debug code.
- Develop documentation throughout the software development life cycle (SDLC).
- Serve as an expert on applications and provide technical support
- Participate in requirements analysis.
- Collaborate with internal teams to produce software design and architecture.
- Research & refine functional requirements, communicating directly with customers.
- Understand and triage customer issues, defects, enhancement requests and backlog items conducting any necessary technical research or team collaboration and prioritizing appropriately.

#### **Qualifications and Experience:**

- Bachelor's Degree in computer science, Information Technology, Software Development or similar.
- 8+ years' experience with the relevant technologies and duties
- Deep knowledge of .NET architecture and broad range of Microsoft technologies including C#, ASP.NET, WebAPI, MVC, Entity Framework.
- Knowledge of SQL Client-side programming/scripting technologies (HTML/HTML5, CSS/CSS3, JQuery, and JavaScript).
- Server, SQL scripts, Stored Procedures, T-SQL, SSIS, SSRS, query optimization and data modeling techniques.
- Experience in building mobile friendly web applications using responsive design.
- Strong understanding of UI, cross-browser compatibility, web functions and standards.
- Strong understanding of UX and a passion for usability.
- Experience with agile development environments.
- Hands-on experience with designing highly secured enterprise-level applications.
- Proven at translating technical requirements to working code.
- Proven ability to plan, schedule and deliver quality software.
- Excellent verbal and written communication skills required.
- Ability to work to deadlines and deliver quality solutions with minimal supervision.
- Experience with the following is a plus but not required: Knockout, Angular, Backbone, or React; Azure, PowerBI, SharePoint.

### **Business Development Executive:**

To generate new sales leads and sell Fireminds business services and products in defined territories, together with upselling and cross selling managed services into the Fireminds connectivity partners customer base.

Focused on acquiring Enterprise Customers, your success will be selling customer solutions from our business portfolio, ensuring business readiness with a view to improving both business continuity and Digital Transformation. The role is perfect for a focused individual who is self-sufficient, who will be given autonomy and support to deliver the Fireminds GTM strategy.

#### **Functions and Tasks:**

- Identify new sales leads.
- Research designed to identify potential new markets.
- Contact potential clients by various means to establish rapport and possible sales meetings.
- Attend industry related meetings, conferences and events.
- Meet and exceed business development and sales targets, ensuring new business acquisition.
- Develop and implement new business sales strategies.
- Develop and prepare Sales proposals and prioritize activities to be in line with the growth plan.
- Partner with the technology teams to ensure excellence in customer service and client satisfaction.

#### **Key Accountabilities:**

- Achievement of Core Cloud/Managed IT targets monthly.
- Achievement of Software and Professional Services targets quarterly.
- Reporting against targets and activities within CRM.
- Working with area agents and procurement regarding hardware sales.
- Management of customer acquisition cost process.

#### **Qualifications and Experience:**

- A Bachelor's Degree from a recognized University.
- A minimum of 3 years IT Sales experience.
- Proven success record in selling ability and client and team management skills.
- Proven ability to cope with competing demands and task prioritization.
- Excellent communications, presentation, analysis and customer care skills
- Strong organizational skills and ability to be self-motivated with a positive attitude.

### **Information Technology Consultant**

We are seeking an Information Technology Consultant in Bermuda to provide Level 2 IT Technical Support.

#### **Key Accountabilities:**

- Provide Level 2 Technical Support incoming queries and issues related to computer systems, software, and hardware, including VoIP systems.
- Respond to customer queries either in person, over the phone or by email.
- Instruct users on the proper use of the technology by using a remote desktop connection.
- Ask questions and walk customer through problem-solving process.

- Install, configure, modify, and repair computer hardware and software.
- Provide support, testing and maintenance of hosted services including software, hardware and networking.
- Provide technical support and maintenance for Data Center services.
- Support Project Managers in the provisioning and implementation of services.
- Support Pre-Sales Engineers and Product Development Team in the testing of new services or products.
- Identifying potential new customers and/or business opportunities in existing clients by building and maintaining excellent customer relationships.
- Run diagnostic programs to resolve issues when needed and provide conclusions.
- Resolve technical problems related to Local Area Networks (LAN), Wide Area Networks (WAN), Hosted PBX services, and other systems.
- Follow up with customers to ensure issue has been resolved and customer is happy.
- Flag incidents that could potentially become problems and investigate root cause.
- Perform periodic inventory of hardware and software as required.
- Perform migrations of services when required.

#### **Qualifications and Experience:**

- Bachelor's Degree in computer science, Information Technology, Software Development or relevant area.
- Knowledge of network protocols, network analysis tools, and ability to perform analysis of associated network logs.
- Basic knowledge in VOIP/Hosted PBX systems.
- Basic knowledge of Cloud Services, Office 365, Azure, AWS, etc.
- Ability to solve complex issues through deductive reasoning and resourcefulness.
- Strong understanding of cloud services and software development.
- Understanding of network architecture, and experience in performing network operations.
- Working knowledge of information technology, systems implementation and integration and service delivery.
- Excellent communication skills and ability to communicate effectively with employees/customers at all levels.
- Ability to explain technical concepts to non-technical users.
- Experience with Service Levels and Performance Indicators.
- Self-starter with strong technical skills and ability to learn new technologies quickly.
- Must be willing to work after-hours, weekends, be on call, and travel as needed.
- Good knowledge of proper telephone etiquette.
- Displays a high-level of enthusiasm for work, professional conduct, ethics and works well in a team environment.
- Must demonstrate an ability to multitask and change directives at short notice.

### **Senior Technology Consultant - Lead**

We are seeking Senior Information Technology Consultant in Bermuda to provide Level Technical Support and consultancy services.

#### **Key Accountabilities:**

- Incident Response: conduct and manage complex incidents for customers.
- Incident Remediation: implement workarounds, and/or resolve incidents in a timely manner.
- Ability to serve as a Subject Matter Expert with deep operational and/or technical knowledge in at least 2 of the following subjects: Enterprise Agility; Cloud Architecture and Design; Cloud Computing (SaaS, PaaS, IaaS); Agile Operations; Applications and Infrastructure Virtualization; Applications Rationalization and Modernization; analytics, IOT, Automation, Enterprise Architecture, Applications Development, Maintenance, and Support; Data Center Operations; Managed Network Services; Workplace Services; or Service Desk.
- Produce high-quality written and verbal reports, presentations, recommendations, and findings to customers when needed.
- Assists in developing clients' strategy and IT assessment projects related to IT architecture, process, and design ensuring effective alignment of IT investment with business requirements.
- Manage internal projects as requested.

#### **Qualifications and Experience:**

- Bachelor Degree in Computer Science, Information Technology, Software Development or relevant area.
- Operational experience preferably working for IT consulting, management consulting, or technology solutions focused service provider(s) in several roles including technology strategy and architecture, service delivery management, and management of complex, global IT organizations OR equivalent experience with "buy side" (client) managing large scale, complex, operations in global or major Cloud, Shared Services or outsourced environments.
- Demonstrated ability to execute and manage implementation and delivery of Strategic IT Programs within agreed timeline, budget, and quality standards.
- Experience focused on transformation aspects including organization optimization, shared services, and operational improvement, and multi-party, onshore and offshore service delivery models.
- Significant knowledge of IT market trends and technology service provider's capabilities and their implication on business strategy.
- Network Forensic Analysis: strong knowledge of network protocols, network analysis tools, and ability to perform analysis of associated network logs.
- Strong understanding of network architecture and performing network operations.
- Working knowledge of information technology, specifically applications and/or infrastructure strategy, operating models, solutions architecture, systems implementation and integration, service delivery, sourcing contracts, and service provider management.
- Experience managing Service Levels and Performance Indicators.
- Self starter with strong technical skills and ability to learn new technologies quickly.

**Fireminds offers a rewarding work environment, opportunities to grow and excellent compensation and benefits package.**

**Closing Date for all positions is: February 20th, 2019.**

**Applicants should submit a cover letter and resume to [hr@fireminds.com](mailto:hr@fireminds.com).**