JOB POSTING REQUEST FORM

JOB DETAILS

Reference #	CP-630-2022
Company Name	Fact Universal s.a.l.
Industry	Support Company for our US client
Vacancy	Web Support
Number of vacancies for that position	2
Job Type *(FT, PT, Contractual, Seasonal)*	FT
Major(s)	Computer Science
Degree	Bachelor
Years of Experience	2 years
Location	Harissa - Jounieh
Remuneration & Benefits	Salary in Fresh US$
Currency (LBP, Dollar, Lollar)	US$
Tasks & Responsibilities	**Duties and responsibilities** 1. Develop an extensive working knowledge of Capelli New York software infrastructure and business processes 2. Provide end-user application support via phone and email. 3. Oversee daily performance of system and database performance. 4. Install and perform software upgrade, following design or installation specifications. 5. Fix software problems and test (verify) solutions prior to implementing them. 6. Develop training materials and procedures, train users in the proper use of software. 7. Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications. 8. Perform database weekly and monthly maintenance. 9. Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications. 10. Setup and maintain system configuration and user access. 11. Create and run daily and weekly reports.

We Shape Those Who Shape The Future!

JOB POSTING REQUEST FORM

12. Refer to internal database or resources to provide accurate information for users and management
13. Properly escalate unresolved issues to appropriate internal teams
14. Willing to work by American calendar and US Eastern time zone.

REQUIREMENTS

1. Excellent problem-solving and communication skills.
2. Ability to provide step-by-step technical help, both written and verbal.
3. Ability to research and suggest system improvements to enhance and accommodate business
changes.
4. Basic knowledge of html and web design.
5. Analytical skills to study problems and records and identify solutions.
6. Strong knowledge in SQL development language.
7. Experience in database design and tuning.
8. Experience in SQL Server.
9. BS degree in Information Technology, Computer Science or relevant field.

We Shape Those Who Shape The Future!