

KANA, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience. **Lagan Technologies**, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then this is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

Sr. Software Engineer

Location: Sunnyvale /Carlsbad, San Diego

Job #: 015

Critical Attributes:

- BSC, MS or Ph.D. in, Computer Science, Maths or related IT degree
- Ability to communicate clearly and concisely and work effectively in a team
- Quick learner
- Ability to work across multiple development stacks

Experience:

- Five plus years object oriented programming spanning both Java/J2EE and C# / . Net stacks
- Knowledge of MS SQL stored procedures
- Windows or Linux environment

Preferred:

- IBM WAS, IBM WPS and IBM WID
- Knowledge of social networks
- Experience with Javascript and DOJO or any other UI library.
- Experience of working in the Agile methodology

Travel: 40% Domestic

Office Location: This role involves working in both the KANA US headquarters in Sunnyvale and in Carlsbad office

KANA offers a highly competitive total rewards compensation and benefits package.

Interested parties encouraged to apply by sending their updated resume/CV via email: to career@kana.com referring the applicable Job #. EOE