



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.

Job Title: Support Engineer

Location: Belfast

Ref: SUE 02/12

Job #: 082

Key Responsibilities:

As a Support Analyst in our Belfast Support and Engineering centre, you will be part of our support & engineering staff supporting and maintaining our products.

The main duties for this role include

- To provide first class support and maintenance across the whole customer base
- To act as a lead customer issue resolution analyst and take ownership of all assigned tickets
- To produce code fixes and patches in response to customer issues
- To deliver minor enhancements and new functionality across the existing product set

Working in our Support and Engineering Centre, you will be responsible for providing Tier 1 and Tier 2 support.

You will help support and maintain innovative and elegant solutions to be used on thousands of Customer Service agent desktops and on many of the world's largest commercial web sites, and via mobile devices. KANA's commercial clients include Sears, Priceline, eBay, the United States Post Office, Sprint, and hundreds more. Our Government clients span the globe including the Cities of Brisbane, Toronto, San Francisco and over 100 UK Cities and counties, in the Local Government space we are the market leader in both the UK and North America.

If you are interested in furthering a progressive and gratifying career with a company that is charting new territory in technology, then KANA is the place for you! This is a demanding job, and we are looking for talented and committed people. There will be opportunities to visit our US based development offices.

Essential Criteria:

To be considered for this role you will need:

- A degree in Computer Science or an equivalent qualification in another technical field.
- Ability to converse and liaise directly with customers;
- Ability to research, troubleshoot and resolve issues.
- Have good debugging skills and a keen interest in software.

Desirable Criteria:

In addition to the essential criteria it would be advantageous if you have one or more of the following:

- Experience of working with Java.
- Experience of database technologies using SQL for Oracle, MS SQL, DB2 or other
- 2-3 years experience of working in a customer support environment providing application support
- Experience of web based UI development.
- Ability to code in Javascript.
- Experience of XML/XSLT.
- Developing and using Webservices.
- Source code control systems i.e. CVS, Subversion, Perforce.
- Experience with IDE e.g. IntelliJ or Eclipse.
- Experience of J2EE.
- Experience of Application Servers i.e. WebSphere or Web Logic.
- Experience with Reporting tools (JReport or Crystal Reports)

The Company will interview only those candidates who appear from the information provided on their application form, to meet a minimum of **all** of the essential criteria. Please note desirable criteria may be applied if necessary.

Travel: Limited to occasional inter-office visits for training and knowledge transfer activities.

Location: This position will be based in KANA's European headquarters in Belfast, Northern Ireland.

Duration: This is a full time, permanent position. There may be a requirement to work some evenings and also be available for a 24x7 on call rota to provide support to our worldwide customer base.

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

To apply for this role please download an application form from the Careers section of our website www.kana.com and return to career@kana.com. The closing date is 12 March 2012.

KANA is an Equal Opportunity Employer and we welcome candidates from diverse backgrounds.