



FEATURED POSITION: Implementation & Support Engineer

What We Do: DeepTarget's Mission

We are enriching our customer base with great cloud-based digital marketing software. We are looking for top customer implementation and product support engineering talent to join our small but growing team. Our software is innovative and we strive to meet our customers' needs. This means building high quality software products and providing outstanding implementation and support services to our customers. DeepTarget's omnichannel marketing vision has back-end and front-end components, both of which are equally important in solving our customers' digital marketing needs in a creative and innovative fashion. We believe in small, agile, cross-functional teams that make product requirements turn into reality, providing a delightful customer experience to the marketing professionals who will use our software. The implementation and support engineer is an integral part of this team. Currently, our marketing products are targeted to the Financial Services vertical where we work with credit unions, community banks and banks across the country.

Who We Are Looking For: Implementation & Support Engineer

DeepTarget is actively seeking a multi-talented individual to fill an implementation and support engineering position for customer implementation and training, product testing, product operations support and customer support. DeepTarget digital marketing solutions provide customer-facing web applications as well as hosted web services to deliver e-marketing content. The candidate must have a balanced blend of computer and business skills. We are interested in an individual who is detail and process-oriented. In this position, this person will be a customer advocate who will help DeepTarget to deliver high quality software. Operational tasks that are part of this position include such efforts as customer data updates, regular monitoring of the health of our hosted production systems and internal IT support and management. As this position will involve interacting with cross functional company teams and customers, excellent communication and organizational skills are a prerequisite.

What You Bring To the Table: Skills, Qualifications and Traits

These are skills, qualifications and personality traits we find important and valuable for this position:

Skills and Qualifications

These are some of the important technical and non-technical skill sets and qualifications we are seeking for this position:

- Fluent using software for business applications (office applications, document management, database, etc.)
- Conceptual understanding of web design and application technology
- Understanding of database management concepts and operations
- Good foundational understanding of information systems
- Ability to multi-task
- Analytical, problem-solving and troubleshooting mindset
- Software testing experience is a plus



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- Detail-oriented, process driven
- Outstanding communicator – articulate whether communicating verbally or in writing
- The skills and abilities to become an expert user of our product, and to advise both the internal product development teams and customers about product usage and usability
- Bachelors or Masters in Management Information Systems, Computer Engineering or related field.

Personality Traits

Our ideal candidate is would be someone who:

- Is passionate about technology
- Loves to work as part of a team
- Believes in results that delight customers
- Creative and thinks out-of-the-box – occasionally or often
- Constantly seeks to learn and expand his or her horizon

The Company – Why DeepTarget?

Founded in a modestly sized but fabulous haven in the Southern United States, this is a company that is poised for great growth. While DeepTarget has been boot strapped - and may be because of this - we believe that each and every individual that works here matters a *great* deal. The core values that embody our team are integrity, energy and a passion to make a difference, whatever their roles are - whether they administer our finances, support our IT infrastructure, develop cool software, delight customers or sell value not just products.

And because this is a technology company, it really helps that everyone gets enormously energized and excited about innovation in software. But does that really matter if our customers and partners aren't just as pleased with what they receive? Not really. Which is why we go all-out in an effort to bring our products and customers ever closer together, committing to building value for them in their digital marketing efforts, day after day.

At DeepTarget, we strive to be positive and passionate about whatever we do and, most importantly, to have fun while doing it. If you work here, that means you *are* all of these things! If you will be working here soon, we want you to help us continually build a like-minded team so that we may grow a company that attracts the best people and the best talent. Now, let's go make a difference in our world.

To apply, please email your resume to jobs@deeptarget.com and reference this position.