

SOFTWARE UPGRADE COORDINATOR

Department : Installations
Reports to : Director of QA and Installs
Division : Abilene, Texas/Pensacola, Florida
Classification : Salary/Exempt, Full-Time

JOB SUMMARY

The Software Upgrade Coordinator will work closely with the Director of QA and Installs, the Installs team and Milsoft customers, to ensure the effective deployment of all Milsoft applications including the remote installation of software upgrades, patches, server migrations and initial installation of software.

ESSENTIAL FUNCTIONS

1. In consultation with Milsoft customers, coordinates and schedules software installs, upgrades and migrations.
2. Monitors progress and results to ensure that installations and upgrades meet expectations and deadlines.
3. Monitors installation and upgrades post-installation to ensure efficiency of operation and suggests adjustments to processes and procedures based on feedback from customers.
4. Communicates with internal teams and management regarding issues and escalations.
5. Assists with performing installations of software, as needed, depending on the volume of requests.
6. Follows the release procedures for beta and general releases, works with multiple teams internally to release new versions of Milsoft software and communicates effectively with customers about releases.
7. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
8. Upholds, safeguards and promotes Milsofts' values and philosophy relating particularly to ethics, integrity and corporate responsibility.
9. Any other duties that may be necessary or assigned from time to time. Such duties do not normally change the level of the job.

QUALIFICATIONS

1. University degree in a related subject or equivalent experience
2. 3+ years of relevant professional experience, or 7+ years of relevant experience without a degree
3. Excellent planning, organizational, interpersonal, communication and collaboration skills
4. Experience providing world-class customer service to diverse customers preferred
5. With training, must become proficient in Milsoft software applications, deployment requirements and installation process and must demonstrate a high capability to communicate that knowledge to others
6. Prior experience with complicated software installation a plus
7. Proficient with Windows operating systems, Windows Server and Microsoft SQL server
8. Knowledge of Windows security protocols (Active Directory, Group Policies, etc.) preferred
9. Ability to interpret and explain computer hardware and software requirements to a general audience
10. Experience writing Confluence documentation, creating or improving processes preferred
11. An understanding of VPNs, Reverse Proxies, Firewalls and DMZs preferred
12. Expertise using Acuity Scheduling, Google Calendar and Smartsheet preferred
13. Prior experience using Azure DevOps or a similar issue tracking tool preferred
14. High level of initiative and bias towards action and the ability to work without direct supervision
15. Experience working with distributed/remote teams a plus

Submit Resume to hr@milsoft.com

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