



## **Developer**

Design, code, test and debug a wide range of Windows software pertaining to call accounting digital media capture and storage. Projects include commercially released end-products, design and development tools, utilities, installation tools and internal support software

Research, Design, Implementation, Documentation and Support of all HigherGround software products, software/hardware integrations, internal software tools as well as network administration

### **Primary Duties and Responsibilities**

- Research (evaluation of new technologies, industry trends, competition, etc.)
- Software Product Design (planning future capabilities, develop system architecture, feature request screening, proposals, develop legacy application migration strategies)
- Software Product Implementation (programming, testing, emulation and prototyping)
- Software Product Documentation (technical whitepapers, revision history, manuals, marketing collateral review)
- Software Product Support (training technicians, escalated customer support, debugging)
- Software/Hardware Integration (Updating and remaining current with vendor changes in recording hardware APIs and new offerings, prototype and debugging with new hardware combinations)
- Internal Software Tools (customer database, automated service call distribution, demo software)
- Network Administration (keeping HigherGround files and mail servers updated and running, escalated troubleshooting of workstations and office equipment, keeping HigherGround's recorder and/or test systems running with the latest software)
- Creating Sales tools such as demos and marketing/sales literature.
- Creating documentation including training materials, white papers, help files and user manuals.

**Education/Degree Required: BSEE/BSCS**



## **Qualification and Knowledge Requirements**

- Telecommunication concepts
- Database concepts
- Networking/internet-working/multi end user optimization and fault tolerance concepts
- Computer/telephony integration concepts
- Security concepts
- All windows platforms
- Developer platforms (visual studio)
- Coordinate and plan subdivision of projects among multiple developers
- C, C++, some assembly of hardware/software programs, various scripting and batching languages

## **Language Skills**

Ability to write reports, business correspondence

## **Reasoning**

- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems
- Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, etc.,) in its most difficult phases
- Ability to deal with a variety of abstract and concrete variables

In addition to our competitive compensation package, we offer unprecedented vacation allowances, excellent benefits, 401(k), a flexible schedule and a casual corporate business environment.

Please submit your resume and salary requirements to [jobs@highergroundinc.com](mailto:jobs@highergroundinc.com).

HigherGround is an EOE/AA Employer.



# HigherGround™

Submit your resume to HigherGround using any of the following methods:

**Mailing Address:**

Human Resources  
HigherGround, Inc.  
21201 Victory Blvd., Suite 105  
Park, CA 91303

**Email or Fax:**

E-mail: [jobs@highergroundinc.com](mailto:jobs@highergroundinc.com)  
Fax: 818.591.0301

HigherGround is an equal opportunity employer. We do not discriminate based on race, religion, creed, color, age, nationality, gender, sexual orientation, disability, affinity, veteran status or any other classification protected by federal or state law.

We are recruiting from the Los Angeles area only.

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