



# consistacom<sup>inc</sup>

## Co-op or Intern Here Now...

### And be part of a entrepreneurial *local business*

Consistacom is a high tech entrepreneurial firm that uses software tools to integrate our combination of products and services with components from other global companies, providing world class management solutions for the largest call centers. We integrate our patent pending intellectual properties with other leading edge components, to furnish unique solutions for call center management.

Consistacom operates Research & Development and Services in the SmartZone.



Resident geek Victor Vector says "Consistacom is a GREAT place to work!"

Consistacom Support Specialist Ken Vella at the company picnic, Superior Shores location



Consistacom Support Specialist, Nathan Dumar and Marketing Assistant, Aimee Butler at the InAAU national trade show in Kissimmee, Florida



## Job Descriptions

### Support Specialist

A support specialist is responsible for ensuring correct, uninterrupted operation of computing and networking systems for Consistacom internally and our customers externally. The position's scope encompasses the entire life cycle of networking systems, from installation, through maintenance and upgrades, ending with decommissioning. This position reports to the Service Manager, and includes extensive direct communication and interaction with customers.

The successful candidate will be able to learn the theory and operation of numerous networking technologies, operating systems, and proprietary application programs. This includes data networking, voice communications and telephone systems, specialized call center telephone systems, and IP telephone systems. Training in each of these areas will be provided, with continuous reinforcement through increasingly complex job assignments. Other prerequisites for success include the ability to communicate clearly, both orally and in writing; the ability to comprehend and follow detailed technical procedures; application of the scientific method to analyze, isolate, and solve technical problems; and effective work as a member of a support team.

Some travel may be involved. All candidates chosen will be required to have or immediately obtain a passport.

Undergraduate majors considered for this position include: Computer Engineering, Computer Science, Software Engineering, Network and Systems Administration, and related disciplines. *Please note: the Support Specialist position is a prerequisite for consideration as a software developer candidate at Consistacom.*

This co-op position requires 30 to 40 hours of work each week. Some evening and weekend work will be required, to service our customer base around the globe in different time zones.

### Marketing Assistant

The Marketing Assistant is responsible for a wide range of marketing and indirect selling tasks in the specialized field of call center telephone management systems. These include design and production of simple marketing collateral; end user and channel partner communications; trade show design, production, logistics, and participation; email marketing system administration; customer and prospect database management; webinar scheduling, monitoring, and follow-up; market research using advanced online tools; and day to day interaction with creative consultants and the internal technical and marketing staff. Training will be provided in all of these areas, with the expectation of rapid ramp-up to high effectiveness.

The Marketing Assistant reports to the Marketing Coordinator, but the successful candidate will be capable of executing pre-planned campaigns via direct mail and other means with minimal supervision. This is a highly responsible, highly visible, hands-on position making a direct contribution to the company's success. Successful candidates will demonstrate proficiency in written and oral communication skills. Additional indicators of success include experiencing with one or more desktop publishing systems, good organizational skills, and creative problem solving capabilities.

Undergraduate majors considered for this position include Business and Marketing.

This co-op position requires 30 to 40 hours of work per week. Travel is involved for trade shows and channel partner events, usually lasting most of a work week.

