

SOFTWARE DEVELOPER - COMMUNICATIONS

RESEARCH AND DEVELOPMENT TEAM

Research and development (R&D) is a technical group with the purpose of developing, testing, documenting and maintaining competitive open products using latest technologies and emerging standards for contact centers. The group tries to achieve its objectives by continuously improving methods and processes to increase product quality and carry out delivery on time.

The R&D group is based in Lisbon, where all the product design and implementation tasks are done. The products developed by Altitude R&D group are used worldwide by our customers and supported locally by dedicated regional Global Professional Services and Technical Support teams in EMEA, North America, Latin America, and Asia Pacific.

JOB LOCATION & DEPARTMENT

- Office - Lisbon, Portugal
- Department - Research & Development – R&D

POSITION

- Long term position.

MISSION

- To develop robust code for **communications** components of uCI8, following the technical design. Also, code review, unit test and check if integrated solutions works, to ensure its correct development.

MAIN CHALLENGES

- Analyze and deal with a highly complex **real time, concurrent multi-threaded** software suite.
- Work within a highly skilled team to design elegant and efficient solutions.
- Review code and feature designs.
- Write and run unit and integration tests for the developed modules to ensure their correctness.
- Liaise with members of other teams during every development sprint to ensure the implementation according to the use case and feature requirements.
- Develop using high quality and efficient coding practices.

BACKGROUND

a) TECHNICAL SKILLS

- Solid programming skills; object oriented; robust code; software architecture.
- Solid skills in software engineering methodologies.
- Good knowledge of core and concurrent design patterns.
- Good knowledge of concurrent programming.
- Strong communication, analytical mind and problem solving skills.
- Good knowledge of C/C++ (preferred) or other object-oriented programming languages, such as Java or C#.
- Algorithms (sorting and trees, hash tables, graphs, shortest paths, dynamic programming, search, etc.).
- Strong knowledge of concepts such as regular expressions, data types, recursion, concurrency, procedures, processes, threads and synchronization, sockets, distributed systems, inter-process communication, state machines, memory management, exceptions, etc.
- Knowledge of general software security coding practices.
- Preferred: knowledge of CTI protocols such as TSAPI and/or TAPI.
- Preferred: knowledge of VoIP signaling protocols such as SIP.
- Preferred: knowledge of the MRCPv2 Voice Automation protocol.
- Preferred: knowledge of the Voice XML specification.
- Preferred: knowledge of Web development both front-end (HTML5, JavaScript, CSS, etc.) and complementary back-end.
- Knowledge of technical English.

b) EDUCATION

- Computer science engineering master's degree (Bologna).

c) EXPERIENCE

- Experience in the above detailed functions after graduate level is a plus.

BEHAVIOURS

- Teamwork eagerness.
- Smart, proactive "get-things-done" attitude, searching and proposing creative solutions for problems, while keeping focus on the customers' requirements.
- Willingness to question, analyze and criticize.
- Committed and flexible.
- Organized and systematic.
- Ability to handle simultaneous tasks.
- Doesn't like to live with "broken windows", proactively fixing bugs.
- Enthusiastic and motivated to integrate the R&D department of Altitude that is responsible for a product where quality, flexibility, innovation and internationalization are key factors.



SEND YOUR CV TO:

jobs.pt@altitude.com

Ref: R&D Communications

Considered candidates will be contacted within 4 weeks.