

RightNow Connect Developer

General Description

A RightNow Connect Developer will be responsible for building integrations with the RightNow CRM system. These integrations could be purely data based or could be integrations executing inside the RightNow Agent desktop.

A person with an interest in RightNow Connect development MUST have a background in software development and have actively developed software in the last year. Ideally this experience will be in an object oriented development language such as .NET or Java. The candidate should be familiar with design, architecture and implementation concepts of object oriented development. This person should understand in detail the concepts of inheritance, interfaces, threading and user interface development. The candidate will also possess a knowledge of Integrated Development Environments (IDE) preferably Visual Studio 2008 or newer. Finally, the candidate should be able to demonstrate the ability to solve programming challenges, read and understand sample code and be able to demonstrate debugging techniques in code he or she did not develop.

Skill Set

- 3+ years of development experience in Java, .NET or C++
 - The candidate should be capable of speaking intelligently about design and implementation of projects developed during the 3+ years of development experience
 - The candidate should be capable of speaking intelligently about the general language features used during the 3+ years of development experience
- Demonstratable UI development experience and understanding of UI threading
- Demonstratable knowledge of software design patterns
- Demonstratable knowledge of 3rd party API consumption
- Demonstratable knowledge of programmatic problem solving and debugging
- Demonstratable knowledge of software testing methodologies and implementation

Preferred Credentials

- B.S. or higher degree in Computer Science or related field.
- 5+ years of software design and implementation
- Attendee or presenter of software user groups
- Knowledgeable on current technologies, languages, best practices, etc...
- 2+ years of web service experience
- 2+ years of UI development experience
- Detailed knowledge in technologies other than the primary development language

RightNow Connect Developer Skill Matrix

	Introduction Level	Standard Level	Advanced Level
Description	Anyone looking to test capabilities of the connect but not looking to build production quality integrations	Anyone who may be involved in an production quality but may not be responsible for the overall implementation of the integration	Anyone who is involved in a production quality integration and is ultimately responsible for the design and implementation
Skills Required	<ul style="list-style-type: none"> ➤ Basic usage of Visual Studio 2008 or newer ➤ .NET development basics ➤ Capable of modifying basic code ➤ Capable of building basic code samples ➤ Basic understanding of RightNow CRM 	<ul style="list-style-type: none"> ➤ Visual Studio 2008 or newer ➤ Intermediate .NET developer ➤ Capable of contributing to implementation of defined interfaces ➤ Generally needs code reviews from 'Advanced' team member ➤ Understands object oriented design but not capable of building design 	<ul style="list-style-type: none"> ➤ Visual Studio 2008 or newer ➤ Advanced .NET developer ➤ Capable of defining interfaces of object model ➤ Capable of performing code reviews ➤ Detailed understanding of OO design ➤ Detailed understanding of memory models ➤ Detailed understanding of threading

RightNow Connect Integration Architect

General Description

A RightNow Connect Integration Architect will be responsible for architecting or designing integration with the RightNow CRM system. This person will not be responsible for the implementation of the integration but rather the overall functionality and high level design of the integration.

A person with interest in RightNow Connect Integration Architecture MUST have a background in software design and architecture and have actively designed software in the last year. Ideally this experience will be in multi-application and client / server integration. The candidate should be familiar with design, architecture and implementation concepts of object oriented development. This person should understand in detail the RightNow Agent Desktop and the various modules that make up the RightNow CRM system. The candidate will also pose the ability to read and understand API documentation at a high level. Finally, the candidate should be able to demonstrate the ability to solve design challenges, speak to application to application communication mechanisms and speak to utilization of 3rd party APIs to integrate disparate systems.

Skill Set

- 3+ years of development experience in software / integration design
 - The candidate should be capable of speaking intelligently about design and implementation of projects developed during the 3+ years of experience
 - The candidate should be capable of speaking intelligently about the general language features used during the 3+ years of development experience
- Demonstratable systems integration design experience
- Demonstratable knowledge of RightNow CRM
- Demonstratable knowledge of software design patterns
- Demonstratable knowledge of 3rd party API consumption
- Demonstratable knowledge of software testing methodologies

Preferred Credentials

- B.S. or higher degree in Information Systems or related field.
- 5+ years of software design and architecture
- Attendee or presenter of software user groups
- Knowledgeable on current technologies, languages, best practices, etc...

RightNow Connect Integration Architect Skill Matrix

	Introduction Level	Standard Level	Advanced Level
Description	Anyone looking to test capabilities of the connect but not looking to build production quality integrations	Anyone looking to design basic production quality integrations but not code these integrations	Anyone who is involved in a production quality integration and is ultimately responsible for the design and architecture
Skills Required	<ul style="list-style-type: none"> ➤ Basic usage of Visual Studio 2008 or newer ➤ .NET development basics ➤ Capable of modifying basic code ➤ Capable of building basic code samples ➤ Basic understanding of RightNow CRM 	<ul style="list-style-type: none"> ➤ Detailed understanding of RN CRM ➤ Basic understanding of RN Connect APIs ➤ OO Design ➤ Understanding of APIs for systems being integrated ➤ Understanding of system limitations 	<ul style="list-style-type: none"> ➤ Detailed understanding of RN Connect APIs ➤ Detailed understanding of RN CRM ➤ Detailed OO design concepts ➤ Basic code implementation knowledge