



Sakai Newsletter

February 18, 2010

1. From the Executive Director -- Transitions
2. Interim Executive Director Position
3. DEADLINE -- Sunday, February 28 -- Call for Proposals for Sakai Conference
4. Melete & Jforum Tutorials -- Updated
5. Sakai-2.7.0-b03 QA Tag Available
6. rSmart Welcomes Learner's Edge
7. Open Source, Why or Why Not? Market Research by Unicon
8. rSmart is Hiring People with Sakai Expertise
9. Instructional Technology Position Open at Pepperdine
10. Recent Discussion Groups
11. Events

1. From the Executive Director -- Transitions

As you may have read by now, I've accepted a position at LinkedIn and will be stepping down as Executive Director of the Sakai Foundation as of March 15.

In any transition of this type there will always be those individuals who speculate about difficulties that are or will be facing the organization. Those who follow Sakai closely know that the Sakai Foundation is not the driving force behind Sakai product development efforts. The distributed nature of Sakai's development is a real strength. My departure will have little to no impact on product development for Sakai 2 or Sakai 3. The Sakai Foundation staff members each know their roles and already work very independently. The fact that Lois Brooks is able to step in as interim Executive Director will further ensure that everything progresses smoothly. [See the next newsletter item.]

As for why I'm leaving, it has nothing to do with the state of Sakai. Sakai continues to

head in a very positive direction. A few things that I would highlight are:

- The Sakai Teaching and Learning community is very impressive. Not only has it become a place to share best practices but it is also emerging as a strong voice into the product development process.
- The new Product Development Process and corresponding Sakai Product Council made great strides with Sakai 2.7 and, from where I sit, look to improve both product management and governance.
- The process of maintenance releases (recently Sakai 2.5.6 and 2.6.2) and the emergence of the maintenance team illustrate the continued community focus on quality.
- Sakai 3 has really picked up steam in the last few months and more institutions and individuals are getting involved every month. The vision is in place, the technical foundations have been laid and the design is progressing at a rapid pace. I regret that I'm not able to stay around long enough to take credit for the results. The good news is that all the credit will go to those who actually deserve it.

As for why I'm leaving... those who know me well know that I've been a big fan of LinkedIn for many years and the particular position, leading global customer operations, is a great opportunity for me personally. I'm also looking forward to having a chance to work with my old friend Reid Hoffman, LinkedIn's founder, and to be in the thick of the social/professional-networking space.

Sakai is a great project with a great community behind it. The work you are doing is important and is having a real impact on the world of education. I will (happily) be going to the Sakai Europe conference in Valencia and am very pleased to have that opportunity to say "farewell" to at least some of the community in person. An unfortunate part of Sakai's distributed nature is that I can't shake hands with most of the folks I've worked with over the past few years. But it is, of course, a small world and I'm sure I will cross paths with many of you again before too long. And, of course, you can find me on LinkedIn.

It has been a great learning experience and a real privilege.

-- Michael

Michael Korcuska
Executive Director, Sakai Foundation
mkorcuska@sakaifoundation.org
phone: +1 510-859-4247 (google voice)
skype: mkorcuska

(From Michael's blog -- <http://sakaiproject.org/blogs/michael-korcuska/transitions>)

2. Interim Executive Director Position

Community Members,

The Sakai Foundation Board of Directors has decided that an interim Executive Director is needed to assure operational continuity of Foundation activities after Michael Korcuska leaves on March 15. Sakai co-founder and former Board member Lois Brooks has agreed to serve as interim Executive Director. Her long association with the Sakai Foundation leaves her well positioned to step in and help with this transition. Michael and Lois will work together in the coming weeks to ensure a smooth handover. The Sakai Foundation would like to thank Stanford University for helping to enable Lois' transition into this role.

On behalf of the Board of Directors of the Sakai Foundation, I would like to thank Michael for his service to the Foundation and the Sakai community. Sakai has matured considerably over the past few years and we are well positioned for the future, including the exciting opportunities represented by Sakai 3. In addition, many of us have gotten to know Michael on a professional as well as personal level and will miss his passion, enthusiasm, and seemingly endless optimism and goodwill. We wish Michael well in his future endeavors.

In the next few weeks we will communicate more details on the transition plans.

Josh Baron
Chair, Sakai Foundation Board of Directors
Josh.Baron@marist.edu

3. DEADLINE -- Sunday, February 28 -- Proposals for the Sakai Conference

Reminder: You have through this coming Sunday, February 28 to submit your proposal for a session at the 2010 Sakai Conference in Denver, June 15-17. The submissions are made online at:

<http://bit.ly/9ALf9v>

You can review the simple Guidelines for proposals on the Sakai wiki at:

<http://confluence.sakaiproject.org/display/CONF2010/2010+Sakai+Conference+Proposal+Guidelines>

It's pretty easy, you just need a Title and Abstract, and to pick from the following:

Track - (pick one)

- Building Sakai
- Deploying Sakai
- Using Sakai - Portfolio
- Sakai Showcase
- Multiple Audiences

Subtrack (Subject/Area of Focus Tags) - (pick one)

- Newcomer
- Sakai 3
- Research
- Pedagogy
- QA
- Portfolios
- Faculty practices
- Student Involvement
- Innovation
- User Support

Target Audience - (pick one)

- Developers
- Faculty
- System Administrators
- Managers/Administrators
- Instructional Designers/Academic Technologists
- Support Staff
- Students

We look forward to your proposals. And please forward this reminder email on to others who may wish to participate in the conference.

Sincerely,

Pieter Hartsook
Sakai Foundation Communications Manager
hartsook@sakaifoundation.org

4. Melete & Jforum Tutorials -- Updated

Dear Colleagues:

This is to let you know that we've now posted updated user tutorials on the etudes.org website. They include all new features and enhancements of the recent releases of Jforum and Melete (both 2.7.x).

You may download them from the following web pages:

- Melete: <http://etudes.org/release/melete/>
- Jforum: <http://etudes.org/release/discussion/>

All Etudes user tutorials are licensed under the "Share Alike" Creative Commons 2.0 license.

Best,

Vivie Sinou
Executive Director, Etudes, Inc.
Etudes.org

5. Sakai-2.7.0-b03 QA Tag Available

The third 2.7.0 beta tag is now available for QA server admins to deploy. QA server admins should download and install the tag at their earliest convenience.

Tag: svn co <https://source.sakaiproject.org/svn/sakai/tags/sakai-2.7.0-b03>

Fixes for core projects versioned as 2.7-SNAPSHOT (n=60):

<http://jira.sakaiproject.org/browse/SAK/fixforversion/11784>

In addition the following new indie releases with additional fixes are deployed with sakai-2.7.0-b03:

kernel-1.1.0
basiclti-1.1.0-b02
edu-services-1.0.1

msgcntr-2.7.0-b04
samigo-2.7.0-b01
search-1.2.0

common-1.0.1 (pom updates only)
emailtemplateservice-0.4.1(pom updates only)
entitybroker-1.3.8 (pom updates only)
jsf-2.7.1(pom updates only)
purepoms-2.7.1 (pom updates only)
polls-1.3.0 (pom updates only)
profile-2.7.0 (pom updates only)
sakai-mock-2.7.0 (pom updates only)
scheduler-2.7.0-rc06 (pom updates only)

The next QA tag is scheduled for Friday, 5 March 2010.

Release schedule:

<http://confluence.sakaiproject.org/display/REL/Release+Management+Calendar>

Cheers,

Anthony Whyte
arwhyte@umich.edu

6. rSmart Welcomes Learner's Edge

rSmart welcomes Learner's Edge to the Sakai Community as one of its recent rSmart Sakai CLE support customers. Learner's Edge leads the way in providing educators with the most flexible, dynamic and timely continuing education graduate courses to advance teacher skills, career objectives, classroom instruction and ultimately student achievement. Anticipating the needs and aspirations of teachers, Learner's Edge has helped thousands of teachers succeed in every aspect of their career -- from writing units and lesson plans, to motivating their students, to working with parents.

Learner's Edge courses offer clock hours or graduate credit from its partner colleges/universities. All partner colleges/universities are regionally accredited, with long-established traditions of quality teacher continuing education programs. Learners Edge is also accredited as a distance learning school by the Northwest Association of Accredited Schools.

Learner's Edge went live with the rSmart Sakai CLE in October 2009 after a short 4-week implementation performed by rSmart's professional services team as part of a Standard Support services agreement. After evaluating its deployment options, the company decided to use rSmart's Application Hosting Services for Sakai in order to reduce expenditures in hardware, infrastructure, and IT resources. rSmart completed an integration with Sakai and the company's Student Information System in December 2009.

"Our company is focused on providing the best education possible to educators," said Wendy Knapp, director of online learning, Learner's Edge. "We chose the open source rSmart Sakai CLE over the leading commercial course management systems because it meets all of our technical requirements for functionality, scalability, and stability, and because we trusted in rSmart's excellent reputation and track record for support services."

Mike Zackrison
VP of Marketing and Strategy
www.rsmart.com

7. "Open Source, Why or Why Not?" Market Research White Paper Made Available by Unicon

Unicon, Inc., has published its market research findings from the EDUCAUSE 2009 Annual Conference in the white paper, " 'The Future of Free:' Open Source, Why or Why Not?" Unicon conducted a market research session at the conference on November 4, 2009, in which participants were invited to discuss why their institution has or has not adopted open source software (OSS), their opinions on the future of OSS, and what challenges they see for increased OSS adoption among higher education institutions.

For more information and to download the full white paper, visit:

<http://www.unicon.net/node/1356>.

Lisa Di Pietro
Marketing Coordinator
ldipietro@unicon.net

8. rSmart is Hiring People with Sakai Expertise

We are looking for a Support Engineer, Support Analyst, and Systems Engineer. Please see all three job descriptions at the end of this newsletter. If you are interested, please email resumes to jointheteam@rsmart.com

John Bush
john.bush@rsmart.com

9. Instructional Technology Position Open at Pepperdine University

We have an open at Pepperdine University with the Graduate School of Education and Psychology in West Los Angeles, California.

Job Title: Senior Instructional Technology Analyst
Position Number: 00021501

For more information about the position, go to:

<http://jobs.pepperdine.edu/applicants/Central?quickFind=150543>

Alan Regan, MFA
Manager, Technology and Learning
Information Technology
Pepperdine University
(310) 506-6756

10. Recent Email Discussion Groups

[Building Sakai] **Duplicate Site**

<http://n2.nabble.com/Building-Sakai-Duplicate-Site-td4624315.html#a4624315>

[Building Sakai] **Forums Tool Instructor Access**

<http://n2.nabble.com/Building-Sakai-Forums-Tool-Instructor-Access-td4620135.html#a4620189>

[Building Sakai] **SAK-7956 (enable/disable "guest" section in WSS/Site Info)**

<http://n2.nabble.com/Building-Sakai-SAK-7956-enable-disable-guest-section-in-WSS-Site-Info-td4619304.html#a4619304>

[Building Sakai] **qa8-us upgraded and back online**

<http://n2.nabble.com/Building-Sakai-qa8-us-upgraded-and-back-online-td4614469.html#a4614469>

[Building Sakai] **Fwd: Hierarchy working as expected?**

<http://n2.nabble.com/Building-Sakai-Fwd-Hierarchy-working-as-expected-td4612594.html#a4612594>

[Building Sakai] **Starting Nakamura on sakai3sam.caret fails**

<http://n2.nabble.com/Building-Sakai-Starting-Nakamura-on-sakai3sam-caret-fails-td4599937.html#a4602079>

[Building Sakai] **Security Service**

<http://n2.nabble.com/Building-Sakai-Security-Service-td4599077.html#a4599077>

[Building Sakai] **Tool categories**

<http://n2.nabble.com/Building-Sakai-Tool-categories-td4597764.html#a4597764>

[Building Sakai] **Deleting entities via EB**

<http://n2.nabble.com/Building-Sakai-Deleting-entities-via-EB-td4598068.html#a4598068>

[Building Sakai] **Autojoin tool**

<http://n2.nabble.com/Building-Sakai-Autojoin-tool-td4591859.html#a4591859>

[Portfolio] **Sakai Conference panel**

<http://n2.nabble.com/Portfolio-Sakai-Conference-panel-td4621799.html#a4621799>

[Building Sakai] **Export sites from 2.4 & import to 2.6**

<http://n2.nabble.com/Building-Sakai-Export-sites-from-2-4-import-to-2-6-td4587700.html#a4587700>

[Building Sakai] **QA worksheets**

<http://n2.nabble.com/Building-Sakai-QA-worksheets-td4588747.html#a4588747>

[Portfolio] **OSP roster automation proposal**

<http://n2.nabble.com/Portfolio-OSP-roster-automation-proposal-td4592663.html#a4592663>

[Using Sakai] **Possible Sakai Conference Proposal Topics (Teaching and Learning)**

<http://n2.nabble.com/Using-Sakai-Possible-Sakai-Conference-Proposal-Topics-Teaching-and-Learning-td4587663.html#a4587663>

[Portfolio] **access to images, etc.**

<http://n2.nabble.com/Portfolio-access-to-images-etc-td4549036.html#a4549036>

[DG: Teaching & Learning] **Teaching award committee in full swing**

<http://n2.nabble.com/DG-Teaching-Learning-Teaching-award-committee-in-full-swing-td4620557.html#a4620557>

[DG: User Experience] **Sakai 3 UX tag: 0.1.2**

<http://n2.nabble.com/DG-User-Experience-Sakai-3-UX-tag-0-1-2-td4615139.html#a4615139>

[DG: User Experience] **Edit and Publish model for 3.0?**

<http://n2.nabble.com/DG-User-Experience-Edit-and-Publish-model-for-3-0-td4581479.html#a4581479>

[Using Sakai] **Conditions for use in the site's creation**

<http://n2.nabble.com/Using-Sakai-Conditions-for-use-in-the-site-s-creation-td4625405.html#a4625405>

[Building Sakai] **Sakai integration with publisher portals**

<http://n2.nabble.com/Building-Sakai-Sakai-integration-with-publisher-portals-td4583735.html#a4583735>

[Using Sakai] **How to copy course content in Sakai?**

<http://n2.nabble.com/Using-Sakai-How-to-copy-course-content-in-Sakai-td4562613.html#a4562613>

11. Events

European Sakai Conference 2010 in Valencia, Spain

March 1-3, 2010

Valencia, Spain

<http://sakaiproject.org/sakai-european-regional-conference-2010>

Jasig 2010 Ten Years of Open Source Innovation

March 8-10, 2010

The Town and Country Resort

San Diego, California

<http://www.ja-sig.org/conferences/10spring/index.html>

2nd Annual Etudes Users' Summit

May 13 & May 14, 2010

Burlingame / San Francisco, California

Crowne Plaza San Francisco International

<http://etudes.org/summit/>

11th Sakai Annual Conference

Date and Time:

Tuesday - Thursday, June 15-17, 2010

Pre-conference sessions: Monday, June 14, 2010

Hyatt Regency Tech Center

Denver, Colorado

<http://sakaiproject.org/news/2010-sakai-conference-website-goes-live-call-proposals-now-open>

rSmart Job Opening

Job Title: Support Analyst
Department: Support
Reports To: VP Client Support and Services
FLSA Status: Exempt

Support Analyst

About rSmart

rSmart is the leading open source application software company serving the education market. rSmart packages, certifies, deploys and supports a suite of enterprise financial, collaboration and learning applications for colleges, universities and schools serving grades K–12.

rSmart is an active member of the Kuali and Sakai open source communities. Through our deep involvement and commitment to these communities, and to the collaborative approach to developing enterprise software, rSmart is able to provide its clients with software applications specifically designed to meet the unique needs of educational institutions. This collaborative approach helps rSmart's customers deliver innovative IT solutions to their users, reduce costs, and break their dependence on proprietary software vendors.

rSmart is the only founding commercial participant in the Kuali community and was among the first organizations elected to the Sakai Foundation's board of directors. rSmart has developed a reputation as the model for commercial participation in these communities by contributing time and expertise to the functional specifications, software development, organizational development and governance. rSmart employees play critical community roles in governance, setting functional direction, as well as architecture and software development. Our deep involvement in these communities gives rSmart unique insight that we apply to our clients' advantage.

No company is more engaged in Kuali and Sakai communities than rSmart, and none has been engaged with more institutions to help evaluate, implement, and support Sakai and Kuali software.

For more information, visit www.rsmart.com.

Summary: The Support Analyst plays a key role on the Client Services team by working directly with clients to ensure the long-term success of rSmart products at the client's institutions. This individual provides support to clients by assessing functional issues and assisting in their resolution, answering questions and advising customers of best practices. In addition, this individual contributes articles to the company's knowledge base and may contribute expert advice in the development of add-on service opportunities for existing clients. This individual's expected interaction with other members of the "community" at institutions all over the world as part of a global community collaborations will be key to their success. This individual will provide support for open source applications within a customer-focused global environment, working closely with customers and delivery teams to maintain world class operational systems provided directly by the Professional Service team or external third parties.

Responsibilities:

- Provide excellent level 2 client support and maintain effective working relationships with customers, business teams, and external service providers to meet and exceed client expectations, building a level of trust and confidence in the rSmart Team.
- Record, analyze and manage to resolution, incidents in line with Service Level Agreements (SLAs) for existing services.
- Follow Problem and Incident Management processes, escalate where necessary and deliver regular updates to management.

- Provide accurate, appropriate guidance to clients regarding site administration, use of the Sakai CLE/Kuali products, and options available through Sakai CLE/Kuali software for addressing the needs of their end users.
- Manage user requirements and expectations.
- Identify underlying root causes for reoccurring problems to improve the overall service of the team and reduce call volumes by researching community bug lists and defect lists.
- Continue to improve knowledge and experience of customers through writing and submitting knowledge base articles.
- Share in on-call duty to provide extended support coverage to clients as required.
- Participate in interdepartmental meetings, teams, and projects in order to ensure effective delivery of competitive levels of customer service both internally and via rSmart partners.

Qualifications:

- Knowledge of Sakai open source software.
- Highly competent in a range of technologies including Linux, application server (Tomcat preferred), databases (MySQL preferred) and Q&A processes.
- Exposure to Java a plus.
- Enjoys trouble shooting and problem solving.
- Strong communications skills: clear, concise and able to communicate difficult operations with customers.
- Self starter and team oriented.
- Able to work with minimal direction and multitask.
- Aptitude to learn and work in a “community”, building strong relationships with peers at institutions all over the world.
- Research orientated.

Preferred:

- Four year degree or 3-4 years experience in functional support.
- Experience with higher education business institutions.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Adaptability - Adapts to changes in the work environment; Manages competing demands.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness.

EEO Employer

** Please reply with Word formatted copy of resume for consideration.

SALARY DOE + FULL BENEFITS PACKAGE Contract to Hire Position **Travel** – No travel is anticipated

rSmart Job Opening

Job Title: Systems Engineer
Reports To: Dir Client Services & Support
FLSA Status : Exempt

About rSmart

rSmart is the leading open source application software company serving the education market. rSmart packages, certifies, deploys and supports a suite of enterprise financial, collaboration and learning applications for colleges, universities and schools serving grades K–12.

rSmart is an active member of the Kuali and Sakai open source communities. Through our deep involvement and commitment to these communities, and to the collaborative approach to developing enterprise software, rSmart is able to provide its clients with software applications specifically designed to meet the unique needs of educational institutions. This collaborative approach helps rSmart's customers deliver innovative IT solutions to their users, reduce costs, and break their dependence on proprietary software vendors.

rSmart is the only founding commercial participant in the Kuali community and was among the first organizations elected to the Sakai Foundation's board of directors. rSmart has developed a reputation as the model for commercial participation in these communities by contributing time and expertise to the functional specifications, software development, organizational development and governance. rSmart employees play critical community roles in governance, setting functional direction, as well as architecture and software development. Our deep involvement in these communities gives rSmart unique insight that we apply to our clients' advantage.

No company is more engaged in Kuali and Sakai communities than rSmart, and none has been engaged with more institutions to help evaluate, implement, and support Sakai and Kuali software.

For more information, visit www.rsmart.com.

Position Summary

The System Engineer occupies an important internal as well as client-facing role on the services team. The incumbent works directly with new and existing clients throughout the implementation/support cycle to assess, advise and create the technical components of Sakai and Kuali. The System Engineer offers direction on system sizing, performance, preferred configurations and architecture. The incumbent plays a key role as part of the implementation team that installs, configures, customizes, and integrates rSmart software for rSmart customers. The incumbent employs a diverse set of technical, analysis, and communication skills to create solutions and solve problems.

Position Details

Duties and Responsibilities

Install, configure, and optimize enterprise Java web-based applications remotely and in the field.

Perform application upgrades for our hosted client installations and design and execute system tests in advance.

Design of data system interfaces between rSmart solutions and other enterprise applications in use at client sites.

Implement predefined integrations with client enterprise LDAP/AD servers and Student Information Systems by working with clients to define the data exchanges.

Work with product development and open source communities to design solutions that are robust and sustainable

Develop technical training materials and documentation.

Collaborate extensively with all peers, product development, open source communities, and project/account managers

Troubleshoot and resolve client and product issues; Document issues and resolutions in enterprise knowledge base. Inspect data via SQL & analyze problem root causes.

Analyze technical trends with rSmart solutions and provide appropriate feedback to product development and other appropriate areas.

Supervisory responsibilities

The System Engineer is an expert individual contributor with no direct personnel responsibilities. This position requires a high degree of creative problem solving, independence, initiative and self sufficiency. Strong team and collaboration skills are essential.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies.

Analytical ability – Synthesizes complex and diverse information; uses intuition and experience as well as data.

Problem solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; demonstrates attention to detail; develops realistic alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.

Judgment - Willingly makes decisions in a timely fashion; exhibits sound and accurate judgment; able to support and explain reasoning for decisions; includes appropriate people in decision-making processes.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; inspires respect and trust.

Change Management - Develops workable implementation plans; Communicates changes effectively.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Seeks increased responsibilities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness.

Desired Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university and 3+ years related experience and/or training; or equivalent combination of education and experience.

Experience in a client facing roles i.e. technical support environment or equivalent consulting experience

Individual must have strong working experience with several of the following technologies and platforms: Linux, Windows 2000 and up, Solaris, Oracle 9i or higher, SQL, MySQL, Java Web Applications Administration and Troubleshooting, Tomcat, Apache, Websphere, OAS, CAS, LDAP, Load balancing appliances.

Experience in a self-directed work environment

Strong SQL experience; light DBA experience (MySQL & Oracle)

Demonstrated ability to research and resolve problems using a variety of resources and tools.

Experience with any of the following applications is a plus: Banner, Datatel's Colleague, Peoplesoft/Oracle.

Language Skills

Able to organize and present ideas, concepts, explanations, instructions, and recommendations in writing clearly, concisely, and accurately, using proper grammar, punctuation, sentence structure, and spelling.

Physical Demands

While performing the duties of this job, the employee is frequently required to read text on a computer screen and in hard copy, stand or sit, talk, and hear. The employee is frequently required to enter information into computers via a keyboard or other peripheral device. (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work Environment

While performing the duties of this job, the employee is expected to be able to work in a standard non-smoking office environment with other people (who may or may not wear scent), computers, and other office equipment close by. The noise level in the work environment is usually moderate. (The work environment characteristics described here are representative of

those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Travel

While performing the duties of this job, the employee is expected to travel from 15 - 25 percent of the time. Domestic travel is common. International travel may also be required from time to time.

rSmart Job Opening

Job Title: Java Support Engineer
Department: Support
Reports To: VP Client Support and Services
FLSA Status: Exempt

Summary: We are looking for an energetic and motivated Java Engineer to join our team working on an open-source, web-based financial system used by colleges and universities around the country (Sakai). The principle focus of this position will be working with clients doing code changes and working directly with the Sakai community to further enhance the application. As a member of our passionate and spirited engineering team, this position will report to the VP of Client Services.

Essential Duties and Responsibilities:

The following are common elements of this position. Other duties may be assigned.

- Resolve technical issues through debugging, research, and investigation
- Work closely with community to improve software and track down issues
- Help community members and new users with their issues
- Present individually and collaboratively at industry conferences
- Merge defect resolutions and enhancements between code bases
- Helps set software development processes and standards
- Ensure proper archiving of releases
- Control Branching and Merging of code
- Maintain and automate build processes
- Drive discussion of technical tools for configuration management
- Prepare and deploy release to QA and production environments
- Develop automated scripts to run build acceptance test on branches, hotfix branches and release candidate builds
- Develop and implement version control release plans, procedures and processes
- Configure, maintain and administer version control system
- Coordinate releases with QA, product management team, engineering, DBA, and network operation group
- Evaluate and recommend alternative tools and methods for improving processes
- Document and maintain all configuration management related processes and publish change lists on our internal website after each release
- Research, design, and implement CM best practices and tools
- Follow the company's software development processes and standards

Qualifications:

- Bachelor's degree (B. A.) from four-year college or university
- Minimum of 5 years of Java development experience
- Strong object-oriented analysis and design skills
- Source control, an IDE, and Maven/Maven2 or Ant builds.
- Enjoys trouble shooting and problem solving.
- Strong communications skills: clear, concise and able to communicate difficult operations with customers.
- Self starter and team oriented.
- Able to work with minimal direction and multitask.
- Aptitude to learn and work in a "community", building strong relationships with peers at institutions all over the world.

- Research orientated
- Experience with development of n-tier web applications
- Experience with at least one ORM technology (JPA, OJB, toplink, EJB, etc.) and JDBC
- Knowledge of SQL and experience with more than one of the following databases: Oracle, MySQL, MS SQL, or db2
- Experience with more than one view technology: Velocity, JSP, or XSL
- Familiarity working in Java development environment. This includes using source control, an IDE, and Maven/Maven2 or Ant builds

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Adaptability - Adapts to changes in the work environment; Manages competing demands.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness.

EEO Employer

** Please reply with Word formatted copy of resume for consideration.

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