



ZM Financial Systems, celebrating its 15th year in business, provides cutting edge financial risk analysis and management software to financial institutions from small community banks to large international conglomerates.

Job Summary

The ZMFS (IT) team is looking for an IT DevOps Intern to join us in Cary, NC. This is an opportunity to Gain invaluable experience in working in a company deeply involved in the financial software arena. In this role, you will be involved in the deployment and IT support of advanced financial analytics software, supporting both our product team and our end-user clients. As part of the DevOps team you will gain familiarity with the deployment process, creating test and customer environments, backlog grooming, planning, implementation, testing, and support in a dynamic environment.

As an IT DevOps Intern, you will gain exposure to numerous DevOps tools such as VMWare, MS SQL Server, JIRA, Confluence, SpiceWorks, ZenDesk, Zabbix, AWS, Alertra, and more. In addition, you'll get experience in Cloud, SaaS and Client-Server environments. You will also be involved with Windows Server administration and Active Directory management.

At ZMFS, you can expect to work in an environment where the attire is casual, but the work is serious. Our team is collaborative and open to new and innovative ideas to meet our goals, while keeping quality code and service at the forefront of our efforts. You'll have the benefit of working in a small streamlined company with ample resources and not be hindered by the bureaucracy of a large, bloated corporate environment. In addition to technical knowledge, you will gain an understanding of financial regulations and compliance and work with 3rd party financial data providers and interfaces.

Primary Responsibilities:

- Work with the IT team to automate and streamline internal and customer processes.
- Develop tools, scripts, and code to help improve application deployment processes.
- Enhance existing monitoring and analysis tools.
- Create/Update installers for client deliveries.
- Participate in DevOps functions.
- Be hands on with troubleshooting customer issues across multiple platforms.
- Assist our Customer Support groups by providing necessary environments for testing, debugging and troubleshooting.
- Prepare and maintain documentation for both customer consumption and internal support of tools and processes.
- Research solutions and tools in the areas of CRM, ticketing, backlog management, and more.
- Monitor customer support systems and resolve or escalate issues as appropriate.



- Troubleshoot and resolve issues in development, test and production environments.
- Perform root cause analysis of issues and prepare mitigation solutions.

Required Attributes:

- Have significant experience with Powershell and Windows batch scripting languages.
- Have experience with Sharepoint (preferably creating/maintaining SharePoint sites/pages).
- Have completed a minimum of the second year of an undergraduate degree in computer science, computer engineering, or related area of study. Have a minimum GPA of 3.0.
- Great at solving problems; debugging; and designing & implementing solutions to complex technical problems.
- Highly motivated with an outstanding ability to multi-task and adjusts priorities.
- Excellent written and verbal communication skills.
- Ability to work autonomously as well as part of a team.
- Have a desire to bring fresh ideas to the table and a willingness to challenge, debate and clarify assumptions.
- Ready to take on difficult tasks on your own.
- Ability to collaborate and work well with others.

Additionally Desired:

- Experience with the following:
 - VMWare
 - SQL Server
 - JIRA
 - Confluence
 - XML
 - WIX or other installer applications
- Course work or experience in a DevOps environment.
- Web development experience.

How to Apply

Submit the following information to allyson.beback@zmf.com:

- Resume
- Cover Letter
- Transcript (most recent)