



DRI Corporation
4018 Patriot Drive, Suite 100
Durham, NC 27703
www.digrec.com

OPEN POSITION

DATA SERVICES MANAGER

DRI Corporation (NASDAQ®: TBUS) is a technology leader within the surface mass transportation markets around the globe. For more than 25 years, we've been designing, manufacturing, marketing, and servicing our proprietary line of digital communications and security products for the public transit industry – products that improve the flow, mobility, and safety of people traveling through transportation infrastructure. With corporate offices in Dallas, Texas, we serve our customers through subsidiaries in Durham, N.C., Australia, Brazil, Germany, Singapore and Sweden, as well as a joint venture in India.

We are seeking a Data Services Manager to be responsible for oversight of the Data Services department, which creates and manages database information using Digital Recorders® proprietary software. The Data Services Manager provides service and training for Digital Recorders, Inc. customers.

The successful candidate will be responsible for the following:

- Manages Data Services department by prioritizing and quantifying issues for proper resolution and quality customer support
- Collaborates with Data Services team to create and examine business processes, customer relations and work procedures providing input for improvements and changes
- Develops and delivers new hire training and serves as mentor for new team members
- Defines and maintains technical knowledge base for products, hardware and tools
- Communicates with customers to provide explanation and suggestions for data structure and delivery
- Works with customers to identify issues and effectively troubleshoot situations to find solutions
- Works with the Customer Service and Sales departments to arrange maintenance contracts
- Develops expertise on Digital Recorders® systems functionality
- Creates customer databases from customer input and sales specifications
- Works closely with the Field Service and Sales departments, as well as project managers and software programmers, to successfully deploy projects
- Provides onsite customer training for Digital Recorders® software

- Develops training curriculum and edits training materials for classroom training
- Tests software functions and reports bugs and issues
- Tests system features and contributes to UI design concepts

We are looking for an individual that possesses the following key competencies:

- Ability to successfully manage a team
- Demonstrated abilities to work both independently and as part of a team in a fast-paced environment and meet stringent deadlines
- Demonstrated ability to identify, evaluate, and meet customer issues and needs.
- Effective utilization of productivity tools (e.g., Microsoft Office Suite®, Outlook®, Visio®, PowerPoint®, etc.)
- Excellent verbal, written, presentation and communication skills
- Excellent interpersonal, organizational, and time management skills
- Must be versatile, flexible, and proactive when resolving technical issues
- Must be able to travel domestically

The qualified candidate will have a bachelor's degree from an accredited college/university and five (5) to seven (7) years of progressively responsible experience in database management and customer service. A minimum of three (3) years of supervisory experience is required.

Please forward a resume **with salary requirements** to hr@digrec.com.

We prefer a resume in a Word format attachment.

No resumes accepted from third parties.

Visit our Web site at www.digrec.com.

DRI CORPORATION VALUES DIVERSITY AND WE ARE PROUD TO BE AN AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY EMPLOYER

M/F/V/H/D

DRI Corporation is an E-Verify employer. E-Verify, an Internet-based system operated by the Department of Homeland Security in partnership with the Social Security Administration, allows participating employers to electronically verify the employment eligibility of their newly hired employees in the United States.