



Astea International is a premier global provider of Service Lifecycle Management solutions for companies that market, sell, service and support equipment. For **nearly 40 years**, Astea has been helping more than 600 companies achieve new levels of service excellence. We are currently seeking talented individuals with an entrepreneurial, hands-on spirit to help take our company to the next level.

Because of continued growth we are currently hiring for an **Associate Technical Architect** role in our **Horsham, PA Corporate Office**.

Job Title: Associate Technical Architect

Reports to: VP, Service Delivery

FLSA Status: Exempt

Position Summary: This position requires a dynamic, self-driven, high-energy technically savvy individual who wants to be a part of our customer relationship management team. This person is responsible for the successful deployment of the Astea Alliance solution for our customers. This person will work with Senior Technical Architects to react and respond to all technical aspects of the systems implementation effort for their assigned projects (including application installation, technical configuration and integration design and deployment).

Essential Duties & Responsibilities: (Estimated Allocation of Effort in Percentages)

- Perform technical implementation activities associated with the deployment of Astea Alliance Service Management Solution (15%)
- Participate in Integration Architecture review and integration design workshops with technical resources from customer site (15%)
- Document Technical Design information derived from design workshops and seek customer approval prior to the start of actual development (10%)
- Conduct application deployment sizing and performance tuning analysis (15%)
- Assist with data migration activities on assigned projects (10%)
- Configure and troubleshooting applications hosted on MS Azure platform (10%)
- Conduct Window OS setup/configuration and MS SQL database optimization and troubleshooting activities as warranted (15%)
- Install and Configure Astea Alliance application on MS Windows based Servers (15%)

Essential Skills:

Interpersonal Qualifications:

- Dynamic personality with excellent verbal and written communication skills
- Practical experience using Microsoft Office Productivity tools (i.e., Excel, Word, Visio and PowerPoint, Sharepoint)
- Strong personal organization and time management skills with proven record of juggling multiple initiatives simultaneously
- Passion to learn and explore new technologies and how they are applied in a real world service operations
- Excellent interpersonal skills to work with clients, team-members and executives in a positive and professional manner

Integration Design:

- Experience and/or familiarity with Software development of Integrations between applications
- Experience with SOA deployment architecture and concepts

Other Technical Qualifications:

- Skills to help architect, design, develop, deploy and maintain complex application platforms (servers, load-balancers, application security at data transport level). Person should have experience with large scale (multi-regional or global) enterprise application deployments
- Minimum of 1-2 years' experience in data modeling and database configuration experience particularly with Microsoft SQL Server
- Familiarity with the development and deployment of distributed web application (.NET, DCOM) architecture
- Database configuration experience (MS SQL Server, Azure SQL, Oracle)
- Experience with Microsoft Azure or Amazon Web Services based application deployments



- Familiarity with enterprise application framework ((Angular JS, .Net Framework, REST) Protocols (SOAP; HTTP, TCP/UDP)

Infrastructure:

- Familiarity with Networking and security setup in context of potentially impacting application installation and configuration

Educational and Miscellaneous:

- Bachelor's Degree in MIS, Computer Science, Engineering, Mathematics, Business Administration
- Willingness to travel to customer sites within US (occasionally 10-15% of time)

Application Instructions

To apply please submit resume/CV via LinkedIn posting, or email Human Resources at careers@astea.com. No phone calls please!