



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 our **Application Developer– Support & Maintenance L2 Analyst** role in our **Horsham, PA Office**.

Job Title: Application Developer – Support & Maintenance L2 Analyst
Reports to: Customer Support Manager
FLSA Status: Exempt

Position Summary: The primary function of this job is to provide superior support to Astea International customers via all channels of communication while reporting, analyzing and resolving software issues, with a primary focus on reproducing, analyzing and resolving customer issues. When open issues cannot be resolved the Software Analyst must coordinate with other department members and the team of technical and business consultants, both domestically and overseas, and monitor the customer issue through resolution, communicating with customers when necessary. The long-term goal of this position is to progress in the ability to analyze and resolve increasingly complex application issues.

Essential Duties & Responsibilities:

- Carry out design, implementation and maintenance programming activities that require research and analysis in dynamic environment
- Work within a team of software developers and QA engineers to support and maintain .NET software applications
- Research reported problems and efficiently develop solutions for customer issues in a timely manner
- Provide estimates on activities/tasks required to perform application support and maintenance
- Gather details to perform and document appropriate tests and analyses to ensure quality delivery
- Conduct integration testing and triage
- Document procedures used to resolve problems. Identify repeat issues to identify trends.
- Remain familiar with source control management systems (TFS)
- Engage in continuous self-development through expanded product knowledge, mastering newly implemented technology and staying abreast of the latest relevant technologies
- Develop and maintain a comprehensive understanding of Astea offerings and obtain industry domain knowledge
- Demonstrated track record in attaining and/or exceeding defined goals in a fast paced technology environment
- Meet deadlines, prioritize and handle multiple tasks while working independently and as a member of a team
- Ability to communicate (written and verbal) with all levels of personnel and interact with both technical and non-technical personnel and customers.
- Work independently in team environment as well as mentoring team members to develop/support applications

Requirements:

- Related Bachelor's degree (BS) from a four-year college or university in business, software engineering or computer science or related field, or equivalent experience
- Thorough knowledge of C# and/or VB.NET, preferably both plus ASP.NET, ADO.NET, and SQL Server 2000 - 2016.
- JavaScript experience preferred
- 3+ years application development experience preferred
- Knowledge of software development methodologies, design and implementation
- Good analytical and design skills at single-product/single-environment level
- Ability to understand how business and technical issues may impact overall project plans
- Outstanding written and verbal communication and customer service skills
- Nominal travel may be required

Application Instructions

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