



**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 a **Technical Architect** position based out of our **Horsham, PA Corporate Office**.

This position requires a dynamic, self-driven, 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 manage all technical aspects of the systems implementation effort for their assigned projects (including application installation, technical configuration and integration design and deployment).

**Job Title:** Technical Architect

**Reports to:** VP, Service Delivery

**FLSA Status:** Exempt

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

- Design and lead the technical implementation activities associated with the deployment of Astea Alliance Service Management Solution (15%)
- Conduct Integration Architecture review and integration design workshops for technical resources at customer site (15%)
- Document Technical Design information derived from design workshops and seek customer approval prior to the start of actual development (15%)
- Conduct application deployment sizing and performance tuning analysis (15%)
- 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 with at least 3 years consulting experience
- Advanced Skills in use of Microsoft Office Productivity tools (i.e., Excel, Word, Visio and PowerPoint, Sharepoint)
- Extraordinary personal time management skills with proven record of juggling multiple initiatives simultaneously
- Passion to train and lead system architecture design sessions to a distributed and diverse team of technical individuals
- Excellent interpersonal skills to work with clients, team-members and executives in a positive and professional manner

**Integration Design:**

- Middleware Integration with web services (eg. Biztalk, Scribe, Websphere, Web-logic etc.)
- Utilizing ETL tools associated with Business Intelligence Application Deployment Activities
- Manage platform and solution design issues to ensure system availability and to maintain optimal performance levels.
- Experience with SOA deployment architecture and concepts

**Other Technical Qualifications:**

- Possesses technical skills and knowledge to deploy an enterprise-grade internet based Field Service Management application.
- 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 2 years' experience in data modeling and database design experience particularly with Microsoft SQL Server



- Familiarity with the development and deployment of distributed web application (.NET, DCOM) architecture
- Database management (MS SQL Server, Azure SQL, Oracle)
- Experience with Microsoft Azure or Amazon Web Services based application deployments
- Integration of enterprise server side technology with mobility solutions (iOS and Android Based Mobile Platforms)
- Familiarity with enterprise application framework ((Angular JS, .Net Framework, REST) Protocols (SOAP; HTTP, TCP/UDP)
- Familiarity with ETL or Business Intelligence Analytic tools

**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
- Advanced Degree in related fields of studies or experience desired
- Willingness to travel within US and Internationally (occasional) 25-30% of the time

**Application Instructions**

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