



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 **Mobile Solution Developer** role in our **Horsham, PA Corporate Office**.

Title: Mobile Solution Developer

Reports to: Mobile Support Manager

Summary: The primary functions of this job are threefold: To design and develop the Astea Mobile product, to customize the Astea Mobile product to meet the needs of specific customers and to support the usage of the Astea Mobile product for our current customers. Mobile solution developers will typically learn the application by investigating and resolving customer reported issues before moving on to standard product development and customization projects. The position requires direct interaction with clients when working in a support or custom development capacity.

Responsibilities:

- Understands standard systems development lifecycle processes and applies our methodology effectively on client engagements
- Participate in the on-going development and support of existing customer programs
- Manage ticket assignment and resolution, ensuring that issues are addressed within our contractual SLAs
- Continuous self-development through expanded product knowledge, utilizing 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
- Ability to communicate effectively (written and verbal) with employees, management and other team members in a concise and professional manner
- Work independently while understanding the work of fellow team members to ensure that the development and support processes are properly integrated and will meet the overall needs of the client
- Prepare documentation for any new development projects (standard or custom)
- Domestic and International travel may be required

Requirements:

- Related Bachelor's Degree (BS) from a four-year college or university in business, software engineering or computer science or related field or 5-7 years' experience in lieu of a degree.
- Familiar working with Android and iOS devices
- Familiar with source control management systems (TFS)
- Familiar with SQL Server including developing queries
- Experience with Javascript, HTML5 and CSS and mobile development
- Experience with AngularJS, Sencha, Cordova, or iOS/Android development is a plus
- Familiar with JSON, AJAX, Microsoft.NET (C#)
- Good communication and customer service skills
- Basic knowledge of software development methodologies, design and implementation
- Good analytical and design skills at single-product/single-environment level
- Minimum of 1 year mobile application software development experience

Application Instructions

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