

Product Support Developer

Reports To: Manager, Core Product Development

Description:

The Product Support Developer position is responsible for providing support and debugging technical issues with InspectTech's core products. The ideal candidate will be very good at solving complex problems and enjoy the challenge of troubleshooting complex software systems. The position requires interfacing cross-functionally with other teams, communicating effectively (both written and verbal), and utilizing problem solving and technical skills to debug and explain customer solutions.

Duties and Responsibilities:

- Effectively debug software issues, stepping through customer implementations as required to understand the scope of the issue and potential solutions.
- Implementing solutions using a variety of tools, including .NET, C#, SQL, and other graphical and report generation tools.
- Communicating development issues to management for both implementation and scheduling purposes, participating effectively in the design process and software development life cycle in a team environment, and taking ownership of previously existing software.
- Handling several concurrent tasks and meeting scheduled milestones for each.
- Interfacing with internal customers and InspectTech's product development team in a high-energy environment.
- Troubleshoot and resolve escalated support requests.
- Other duties as assigned.

Requirements:

- BS Computer Science or equivalent.
- Four to seven years' experience in software development.
- Intermediate knowledge of Microsoft .NET Framework.
- Intermediate knowledge of C#.
- Intermediate knowledge of operating systems (e.g. Microsoft Windows XP, Windows 7).
- Intermediate knowledge of relational databases (e.g. Microsoft SQL Server).
- Possess excellent written and verbal communication skills.
- A motivated self-starter with an ability to work unsupervised.

Pluses:

- Experience working for Application Service Provider (ASP) or Software as a service (SaaS) company.