Napersoft

Napersoft CCM Manager, Support & Quality Assurance

About Napersoft: Napersoft is a global leader in customer communications management software solutions. These solutions help companies automate, manage, and deliver transactional documents via multi-channels including print, fax, email, SMS, Internet and mobile. The Company is privately held, profitable, and utilizes a collaborative team approach to projects in a casual work environment.

Position Overview: The Napersoft CCM Manager, Support & Quality Assurance is responsible for the technical support and quality assurance of the Company's web services and mainframe software product lines. This is a unique position for someone with excellent technical and communications skills. Duties include:

- Helping customers with questions/issues
- Tracking questions/issues as cases within the corporate CRM system
- Working with product developers to resolve the customer reported cases
- Planning, scheduling, and performing complex testing tasks to assure software products meet design specifications that are within total quality management limits, performance levels and standards
- Communicating with product developers to resolve product issues
- Identifying and implementing best practices and tools for streamlining software testing

Qualifications:
1. Be very energetic and capable of working in a "hands-on" environment including:
   - Minimum of three years of experience in enterprise software quality assurance, testing, programming, software development, technical support, or other experience in a web software development capacity
   - Team player with decision making and problem solving skills
   - Ability to establish a working relationship with customers
   - Excellent oral communication skills, especially while working over the phone
   - Strong written communication skills
   - Desire to stay current with technical skills
   - Aptitude to act independently, and switch rapidly between different projects in a fast-paced environment
   - Ability to travel occasionally to customer sites and/or adapt to a surge in hours to accomplish tasks

2. Have technical experience in most of the following areas:
   - JAVA, JEE, JSP, JavaScript, VB, .NET, Web Services programming
   - JAVA application servers including JBoss and WebSphere
   - SQL, XPath and XQuery via JDBC for SQL Server, DB2 or Oracle
   - Microsoft Windows Server 2008 through 2012 R2 and Microsoft Windows 7, 8.1 and 10
   - Microsoft Word (2008 through 2016)
   - IBM Rational or other testing tools

3. Additional experience with any of the following a plus: HTML, XML, XSL, XSLT, DOCX, RTF, PDF, Aspose Words, Aspose PDF, C#.NET, ASP.NET, Hyper-V, Amazon Web Services (AWS), Eclipse, CVS GitHub, NetSuite, Assembler, COBOL, z/OS, CICS, JCL, VSAM, Linux and Network/Print Environment Connectivity.

Desired Education: Bachelor's Degree in Computer Science, Operations Management, Information Systems, Computer Engineering or related degree.

Benefits of a Career at Napersoft: At Napersoft, our associates are the key to our success! You will enjoy a vibrant and diverse organization with exceptional leadership committed to providing every associate with career building opportunities. Our environment is fast paced and dynamic with work/life initiatives that allow for individual goals to be realized. Napersoft offers very competitive compensation including an aggressive salary and bonus package and a comprehensive benefits package including: 401K, medical, dental, life, disability benefits and associate referral bonus. We are located on the North side of Naperville with easy on/off access to I-355 & I-88.

Contact Information: Interested candidates, please forward your resume in Microsoft Word or Adobe format via e-mail to HR@napersoft.com to apply in confidence. Please visit our web site at www.napersoft.com EOE