



Quality Assurance/Support Engineer (Entry Level)

Napersoft develops and markets a line of document creation and distribution software solutions to customers around the world. These solutions help companies automate, manage, and deliver personalized customer documents via various channels including print, fax, email, SMS and the Internet. The Company is privately held, profitable, and utilizes a collaborative team approach to projects in a casual work environment.

Duties/Position: Performs complex testing tasks requiring planning, scheduling and testing to assure developed products meet design specifications and are within total quality management limits and standards. Communicates with product developers to resolve product issues.

Responsible for technical support of the Napersoft product lines. This involves interacting with customers to provide solutions to their questions/issues, tracking the questions/issues as cases within the corporate customer relationship management (CRM) system and working with product developers to resolve the customer reported cases.

Requirements:

1. Be capable of working in a “hands-on” environment. Must have:
 - 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
2. Have technical experience in most of the following areas:
 - JAVA, JEE and Web Services programming
 - JAVA application servers including WebSphere, JBoss and WebLogic
 - SQL, XPath and XQuery via JDBC
 - Microsoft .Net Framework and Visual Studio
 - Microsoft Windows Server 2003, 2008 and Microsoft Windows XP, Vista
3. Additional experience with any or all of the following: HTML, XML, XSL, XSLT, RTF, PDF, C#.NET, Visual Basic.NET, ASP.NET, JavaScript, VBScript, Assembler, COBOL, z/OS, CICS, JCL and VSAM.

Desired Education: Bachelor’s Degree in Computer Science, Operations Management, Information Systems, Computer Engineering or related degree. Technical certification from Microsoft is helpful.

Additional Information: Napersoft has an aggressive salary and bonus package, and a comprehensive benefits package including stock options, 401K, medical, dental, life and disability benefits. The Company is located on the North side of Naperville with easy on/off access to I-355 and I-88.

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