

Application Support Analyst (plus QA) – near BART in SF

A unique opportunity for the right candidate to step into a multi-functional role working with a small team developing and maintaining complex software applications for existing and new clients in a LAMP environment. On average, you will spend time on the following: Client Support (25%), Spec development and review (40%), QA (25%), Misc Tasks (10%).

Field Automated Communication Systems (FACS) is looking for a smart, motivated, technically adept person with proven organization skills. Candidates must have excellent interpersonal and communications skills along with strong analytical and troubleshooting skills with experience in system development. Applicants are expected to be independent problem solvers who are self-directed and self-starting.

Duties and Responsibilities:

Analyst:

- Analyze, define user requirements and translate into functional specifications for Engineering
- Evaluate the current process and workflow for various business functions, documents findings, and recommends improvements
- Act as liaison between Clients and Engineering in facilitating customization requests, system design, testing, and implementation of large and/or complex technical projects
- Debug and perform root cause analysis on system problems creating specifications to correct

Support:

- Provide application support to clients through variety of mediums including virtual (Webinar), phone, and e-mail
- Resolve customer application questions or problems regarding system configurations/setup & product functionality
- Identify and document system defects clearly and work with engineers to resolve issues
- Document best practice processes and procedures for both internal and external purposes

QA:

- Develop, utilize and maintain software test cases and plans from scratch
- Take part in software Quality Assurance for multi-tier internet applications
- Document test results and ensure deliverables make the smooth transition from release stage to customers

Required Experience:

- 4+ years experience working in a technical capacity on commercial software development projects (business analyst, QA, high level technical support or similar)
- Hands-on software quality assurance testing experience, preferably with web applications in the software development industry
- Demonstrated knowledge and experience in requirements gathering and specification development
- Strong knowledge of Unix shell commands, SQL and database concepts
- Ability to balance multiple priorities and meet deadlines in a fast-paced and changing environment; must be flexible!
- A high level of attention to detail and personal responsibility for the quality of your work
- Excellent written and verbal communication skills (in English)
- BS in Computer Science or related engineering field (or equivalent experience)

Desired Experience:

- Test automation experience
- Familiarity with PHP, PostgreSQL & Javascript

FACS offers a competitive salary and benefits. FACS does not offer VISA sponsorship, relocation, or telecommuting. No phone calls or recruiters! To apply, please send resume (in word format) to HR@facsware.com