Job Title: Programmer Analyst II
Salary, plus medical, dental, and vision benefits, plus paid time off.   **NOTE: Candidates requiring H1B sponsorship will not be considered.**
Contact: Wendy Golla   Technical Recruiter, RevSpring   wgolla@revspringinc.com

Company Information and Culture:

Talksoft (www.talksoftonline.com) is a leading provider of reminder and messaging services in the healthcare industry, and a wholly owned subsidiary of RevSpring Inc. Our core focus is harnessing the latest technology to create messaging services that provide value and efficiencies to the business community. We are a dedicated, dynamic, and close team with exciting projections for continued growth and success.

Our company culture emphasizes a life/work balance. Our supportive, refreshing, and rewarding environment enables individuals to operate at their best, achieve great results, and contribute to the success of Talksoft.   We honor and respect the individual's talents, skills, and approach. Our goal is that work is not just a job-- it is applying what you like doing to a value-added cause where everyone profits.

Position Purpose & Description:

Talksoft is a fast-growing company looking for an individual who would be a good fit with our culture as well as having the skills, desire, and enthusiasm to excel in the Programmer / Analyst (PA) role. We also place great importance on our continual improvement of our services, our operational efficiencies, and our customer service. The successful candidate will contribute to these objectives in measurable ways.

Job Responsibilities:

2nd Level Support -- It is anticipated that providing 2nd level technical support will account for the majority of the PA's time. This team member will provide **troubleshooting** and **technical assistance to our customers**, specifically investigation and remediation of issues, and setting up and developing custom programming logic for new accounts. This part of the role will give the PA in depth exposure to the systems and technologies in use, and train and prepare them for platform-wide development projects as described below. To be successful in this role, the candidate must have Java programming knowledge and experience, and possess excellent problem-solving and communication skills. Some basic systems or database administration knowledge is a plus. This job requires being on-call after hours periodically.

Developing New Functionality and Enhancing Existing Systems - We develop and maintain multiple systems, some for internal use and others for use by our customers and partners. We also develop interfaces for use by our partners, and our systems interact with 3rd party interfaces.   The PA will apply their creativity and technical skills to improving these systems and interfaces by **writing, testing, and implementing new software components**. The primary technologies that we use in this space are as follows: PHP, MySQL, Java, Spring Framework, C#.

Familiarity with these technologies, as well as a source code control system is required. The types of development activities will be as follows:

- Develop programs to automate tasks -- Develop new or enhance existing programs and/or interface screens. This would typically be done in PHP, MySQL, and CodeIgniter.

- Add features to product offerings - Add functionality to our messaging or reporting components that will provide new benefits to our customers or partners. This work would be done in some or all of the following languages: PHP, MySQL, CodeIgniter, Java, Spring Framework, and C#. Familiarity with automated unit testing, such as jUnit, is a plus. Contribute to the development of our iOS and/or Android mobile applications.

- Develop new interfaces - Development of these interfaces will require communicating with a partner, customer or other 3rd party, analyzing the systems involved, and writing programs to send, process and/or store the data. These interfaces and their unit tests are developed primarily in Java, some in PHP. Knowledge of SQL and of regular expressions is also required.

Business Support – Since this team member will be involved in a significant amount of the day-to-day interaction with the customer, he or she will be in good position to **suggest, implement, document**, and help to improve processes that would make the services we offer more efficient and/or effective. Therefore the PA will perform various business support tasks such as documenting systems and processes, suggesting / implementing process and/or system improvements, and well as performing various sales and/or business development tasks that are needed.

Skills/Qualifications:

- Candidate *must have* a Bachelor of Science in Computer Science, or equivalent degree.
- Candidate *must have* 1+ years experience developing software with Java and a SQL database, pref MySQL.
- Candidate *must have* familiarity and experience using a source code control system, such as SVN or CVS.
- Familiarity with regular expressions *is desired*.
- Familiarity developing software with PHP, preferably on the Linux platform, *is desired*.
- Systems administration experience with Windows and RedHat Linux systems *is desired*. These tasks include shell scripting, and general server administration.
- *Must be* customer focused, have excellent customer service skills and phone mannerisms.
- *Must have* excellent analytical/troubleshooting skills.
- Good interpersonal, organizational, and verbal/written communication skills are *required*.
- Ability to multi-task and to be detail-oriented is *required*.
- Experience with remote support software (ie. LogMeIn, GoToMeeting, LanDesk, etc) *is desired*.
- Healthcare experience is *preferred* but not required.
- Has an entrepreneurial approach.