



**Synchrony Systems** is a leader in providing solutions for enterprises looking to modernize their legacy applications. Synchrony's leading conversion technology has been used by the top F100 companies to port their applications to a Rich UI environment. You will be joining Synchrony at a key point in its growth. Synchrony is experiencing huge demand for its products and services and the successful candidate will be a key hire and is expected to significantly contribute to the company's on-going success.

### **Product Support Engineer**

The Product Support Engineer will work with Synchrony's internal development team to integrate, test and release Synchrony's software migration tools. They will be responsible for the quality release of the product to our ecosystem of partners and consultants. The position will also require using Synchrony's migration tools to run regression tests and also test customer/partner migrations, as well as maintaining our build and test servers as well as other server infrastructure hardware and software.

### **Responsibilities**

- Develop and run build processes for Synchrony's tools and customer projects
- Create and run manual and automated migration tests
- Report build and testing results using our defect tracking system
- Use Synchrony tools to migrate customer applications
- Support partners using Synchrony's technology
- Perform tool quality assurance and provide usability feedback
- Create tool documentation, provide tool training and technical support
- Develop effective business process improvement initiatives
- Build positive relationships and trust over time through strong on-time delivery, high quality, continuous innovation, and by exceeding expectations
- Maintain Synchrony's hardware and software infrastructure (OS X Server, Git, FTP, email, Mingle, DB2, etc.)

### **Requirements**

- 2+ years of experience as a Support Engineer
- Experience with ANT scripts
- Firebug or equivalent debugging knowledge
- Understanding of CSS/HTML/DOM/JavaScript
- Experience with automated build tools (such as BuildForge) and testing tools (such as Rational Functional Tester) a plus
- Ability to interact with diverse groups of technical and non-technical staff
- Razor-sharp attention to detail, unwavering commitment to quality
- Motivated self-starter, ability to work well independently, good problem-solver, and strong analytical and organizational skills.

Telecommute position but may require travel to end-user client locations.

Salary commensurate with experience.