



Application Support Engineer

InfoTycoon is the leader in multifamily inspections and asset management solutions. Designed for the full asset management lifecycle, our powerful web, and mobile platform is now used by nearly half of the NMHC Top 50 including the 3 of the top 5 largest property managers. InfoTycoon is the only software company to receive industry awards from both NMHC (National Multifamily Housing Council) and MFE (Multifamily Executive).

Our current platform is a .NET MVC application with an Angular UI backed by SQL Server, and a React Native mobile application. In this position, you will be responsible for investigating and resolving production issues, working with the product team to identify opportunities for performance and stability improvements, and managing release deployments.

We are looking for a support engineer to assist our customers, product and development team. This role will respond to errors and emergencies within applications and programs.

- Work on issues/tickets reported by business teams based on predefined SLAs.
- Debugging, troubleshooting and finding the root causes.
- Assist in the maintenance of databases and systems.
- Support for production and non-production environments.

The ideal candidate is someone who is passionate about investigating issues and problem-solving. We are looking for a candidate who is detail-oriented, wants to dive in, get their hands dirty, and make a big impact while learning alongside our seasoned team.

Skills and Requirements

Required Skills

- Demonstrable knowledge of working with a modern web framework (.NET MVC, Angular, and React Native).
- Experience with SQL Server.
- Familiar with HTML, CSS, and Javascript.
- Experienced in root cause analysis.
- Strong attention to detail.
- Passionate about technology.
- Obsesses over writing clean and maintainable code.
- Self-motivated.
- Excellent communication skills.
- Excited to work with a small, dynamic team and be given a lot of responsibility.
- Willing to get your hands dirty and make an impact while learning.

- Great communication skills to be able provide updates to management when needed for outage/escalations
- Solid understanding on Development life cycle, build and deployment process
- Has BS degree in Computer Science (or related major), graduation from a coding boot camp.
- 3-5 years of experience in application support.

Extra Credit

- Experience with the .NET Stack.
- Prior experience with building/deploying apps on Azure.
- Git or BitBucket experience.