



# Keystone Information Systems, Inc.

Dependable, Knowledgeable, Progressive.  
*Business Solutions for the Public Sector*



## Software Support Analyst / Programmer

Keystone Information Systems, Inc., an established software and services company, is looking for a talented, customer-oriented software support analyst / programmer to help support our software products. We hire people, not resumes, so do not worry if you do not currently possess a certain skill outlined in this announcement.

*Keystone helps local governments and public school districts work smarter and more efficiently by providing and supporting Financial, HR, Payroll, and Tax Administration applications. This job is based in the company's headquarters, Maple Shade, New Jersey (greater Philadelphia area).*

### Duties & Responsibilities

- Interact with customers (via phone, remote sessions, live chat, and email) to identify and resolve support issues
- Analyze specific product support assignments from senior software developers and specialists; take ownership of these assignments through full resolution
- Deliver software updates and patches to customers as needed
- Perform comprehensive testing of new software modules and/or releases
- Write comprehensive technical specifications and support documentation

### Skills & Requirements

- College degree in Computer Science, MIS, or a related field (Bachelor's preferred)
- Experience with database programming, and any development language
- Willingness to learn development languages for Keystone's application products, including MultiValue database programming (specifically, Rocket Software's U2 products: UniVerse, U2 Web DE) – *training to be provided*
- Ability to diagnose and solve any number of problems from code bugs to data corruption
- Ability to communicate technical ideas clearly, whether to technical peers or non-technical colleagues/customers
- Experienced with advanced features in Excel, and experience in professional / office work is preferred

### Competencies

A successful candidate will exemplify the following core values of Keystone:

#### ***Kinship Toward Each Other***

- *We care about our coworkers, placing a strong emphasis on employee benefits and flexibility with personal life.*
- *We respect our coworkers' unique strengths.*
- *We appreciate the added value of collaboration.*

#### ***Ownership In All That We Do***

- *We take pride in our work.*
- *We are accountable and proactive.*
- *We strive to outperform and to lead in our chosen markets.*
- *We put in extra effort when needed, for the good of the entire company.*

#### ***Commitment to Exceptional, Personalized Customer Service***

- *We value the investment that our customers have made in us.*
- *We rely on our relationships with customers to drive product development.*
- *We provide personal attention and care to all of our customers.*
- *We treat our customers' needs as if they were affecting our own business.*

Pay anticipated to be between \$40-50k, and commensurate with experience. We offer exceptional benefits, a 401(k) program, opportunities for personal and professional growth, and much more. **To apply, please visit our website at [www.keyinfosys.com](http://www.keyinfosys.com) and click on "Submit Resume" under the Careers tab.**

**Corporate Headquarters** | 1000 Lenola Road | Maple Shade, NJ 08052-1633 | 856/722-0700 | 800/735-4862 | 856/234-5871 Fax

[www.keyinfosys.com](http://www.keyinfosys.com)

*Keystone provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or military/veteran status.*