

Title: Developer Support Engineer	Group: Thinkmap Development
Location: New York City	Reports to: Chief Technology Officer

Abstract

The Thinkmap SDK is a product that is used by developers to create graphical user interfaces to complex interconnected information.

As a Developer Support Engineer, you will provide support to customer developers who work with the Thinkmap technology. Because of the nature of the Thinkmap SDK, such support will include Java software development. Most of the customers for whom you are providing support will be sophisticated developers, and your role will be to provide them with extra help around specific Thinkmap capabilities. Since the people you support are developers, you must be an expert developer to provide high-quality support.

Please send your resume and cover letter to employment@thinkmap.com.

Focus

- Provide high-level development expertise applied to specific customer goals.
- Write precise and useful documentation and email support.
- Develop Java-based extensions to Thinkmap (Plug-ins) for customers and write clear documentation for using such plug-ins.
- Be a key contributor to overall product strategy and methodology.
- Train developers in using Thinkmap technology.

Criteria

- Mastery of object-oriented programming,
- An understanding of what makes graphical user interfaces effective and an ability to synthesize elegant solutions to complicated user interface problems.
- Expert knowledge in Java programming and related technologies.
- Ability to work autonomously, with flexibility, and excellent judgment.
- Strong interpersonal capabilities and solid oral and written communication skills.
- Strong organizational, decision-making, and self-administrative skills and attention to detail.
- Proven experience working in a collaborative environment.
- Knowledge of prevalent and emerging Internet technologies.
- Bachelor's degree (B.A. or B.S.) from a four-year college or university; 4 or more years related experience and/or training; or equivalent combination of education and experience. Degree in Computer Science or equivalent training required.