

API Support Specialist

PaySimple, voted one of the best places to work in Denver in both 2008 and 2009, is poised for explosive growth in 2012! We are looking for a superstar API Support Specialist to become an integral member of our team.

Job Description:

PaySimple is looking for a driven, technically-savvy team player to work with developers connecting their applications to PaySimple products through our APIs.

You will be responsible for interaction with and support of third party application developers, and will work closely with PaySimple's product engineering, product management and customer care teams. The ideal candidate loves interacting with customers, troubleshooting customer issues, working with engineering, participating in developer communities, and has a combination of web application development and integration experience using technologies such as Web Services/SOAP and/or REST/JSON.

Responsibilities:

- Assist third party developers to troubleshoot technical issues integrating with PaySimple's APIs
- Manage API support queues and work with engineering to solve integration problems through various channels, including phone, email, online Discussion Groups, FAQ and article writing
- Test, certify and assist customers with debugging their applications
- Document bugs and feature requests
- Write API documentation and sample code
- Develop and maintain API development forum on the corporate web site
- Be a champion for the needs of the developer community using PaySimple APIs
- Continually work to enhance the user experience of developers using PaySimple APIs

Qualifications:

- BA/BS in computer science or equivalent work experience
- Self-directed, motivated, and a driven performer
- Ability to communicate technical issues/concepts clearly and effectively
- Demonstrated experience solving problems quickly, inventively, and resourcefully
- Naturally inquisitive with self-sufficient research skills; excellent attention to detail
- Ideal candidate will have 1 year experience in technical support, sales engineering, or consulting for technology companies
- 1 year experience with web services (SOAP, REST, JSON, XML-RPC)
- Fluent (1 year) in one or more of: Java, C#, ASP, Python, Perl, PHP, and/or Ruby
- 1 year of web application development experience; web-based integration highly desirable
- Familiarity with Unix/Linux, Windows, and Mac
- Familiarity with HTML, JavaScript, AJAX/DHTML, and browser-specific issues preferred

The PaySimple Solution is a cloud-based receivables management software that enables small businesses to bill, collect, and manage their customers' payments under one user-friendly system. PaySimple headquarters is located in the heart of LoDo. We are building an extraordinary company and looking for talented, energetic and motivated individuals to join our unique environment.



www.paysimple.com

If you are looking for a company that is truly focused on empowering small businesses with superior technology, come join a company that rewards authenticity and supports energy with a passion.

Visit our website at www.paysimple.com and click on [Career Opportunities](#). Read about our vision, our energy, and the PaySimple PATHS to extraordinary returns. If this truly speaks to you, click Apply Now to fill out our fun application and send us your resume and cover letter. We look forward to hearing from you!