**Junior Developer**

**Job Specification**

We are looking for a committed IT professional to join a dedicated team providing assessment and tracking software for schools across the country. Your primary role will be to assist in software development and to provide support to our customers. You will work alongside experienced programmers and professionals to learn the underlying education processes and needs that drive demand for the software, before ultimately progressing to independent projects and server management. A full induction and training programme will be provided to familiarise you with the system, its customers and technical requirements. In addition, there are significant opportunities to gain experience in other areas of the business including delivering training to customers and marketing, depending on the skills and interests of the candidate.

**Responsibilities**

* Provide first level support and resolve customer issues in an accurate and efficient manner.
* Prioritise and liaise with colleagues as to the best way to solve unresolved issues.
* Collaborate with developers to produce and implement software designs.
* Formulate program specifications and basic prototypes.
* Transform software designs into high functioning code in the appropriate language.
* Work alongside the programmers to develop an understanding of the technical aspects of the system and server management.
* Perform upgrades to make software and systems more secure and efficient.
* Record and expand a knowledge base of the software and assessment procedures so as to be able to advise customers on effective practice
* Collaborate with technical writers to create documentation for user support.
* Utilise excellent customer service skills in line with the company’s ethos.
* Build a positive, professional relationship with our customers
* Recommend modifications and improvements based on customer feedback.
* Undertake tasks to solve customer issues as needs arise, such as inputting assessment data, editing assessment systems and altering settings.
* Support in the provision of outreach technical support, for example to office staff.
* Support in the delivery of training to our customers and marketing as needs arise.
* Support charity activities as and when required.
* Any other reasonable duties at the request of the directors.

**Main Requirements**

* Positive and out-going personality.
* Strong work ethic.
* Well-developed team-working skills.
* Willingness to learn and develop necessary skills.
* Excellent communication skills.
* Knowledge of programming, spreadsheet development or web design.
* Up to date knowledge of new technologies and Windows based applications.

**Person Specification**

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|  | Essential | Desirable |
| Qualifications | Educated to degree level or equivalent. | Degree in IT related area. |
| Experience | Practical experience of programming (for example web design, spreadsheet/database development or app creation.)  Proven track record of working within a busy, client focused organisation. | Commercial programming experience.  Experience in training or school support.  Familiarity with server management. |
| Knowledge & Understanding | Technical knowledge of computer hardware and applications.  Detailed knowledge of computer based data systems.  In depth knowledge of at least one application with programming integral to its operation.  Solid understanding of development for a web based clientele.  Knowledge of the procedures used in the installation, modification and maintenance of hardware and software.  Working knowledge of the education system in the UK. | Ability to program in web-related languages such as ASP, TSQL, HTML, CSS, JS, JQuery, XML, etc.  Experience in developing web applications  Excellent knowledge with relational databases, SQL Server and ORM technologies  Some knowledge of monitoring, assessment, recording and reporting of pupil’s attainment and progress.  Understanding of Statutory National Curriculum requirements. |
| Skills | Excellent communication skills, both written and verbal.  An analytical mind-set and critical thinking  Detail-oriented and excellent concentration ability  Ability to develop positive relationships with customers and staff.  Commitment to team working.  Ability to work independently.  Polished presentation skills.  Confidence to take responsibility. | Additional skills/knowledge of native app development. |
| Personal Characteristics | Strong work ethic.  Positive and outgoing personality.  Enthusiastic.  Committed.  Organised.  Flexible.  Willingness to learn. | Interest in education and training. |