

Software Engineer

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Company: Devonshire

Location: United Kingdom

Category: computer-and-mathematical

Our client, a leading customer communications company, is looking for a Software Engineer to join their team on a full-time permanent basis.

Main Duties:

Receives requests for change activity from business users and clients.

Prioritises requests with agreed criteria and the needs of the organisation in accordance with SLAs and current processes and procedures.

Provide SME knowledge for your applications to ensure the needs of the client and organisation are met.

Investigates problems, support and change requests and determines appropriate actions to take.

Provide correct responses to requests for changes by means of, for example: developing work-arounds, site-specific enhancements, manipulating data, and application scripting /configuration or application development.

Implement changes to your applications, update operating procedures, carry out the training of users or operations staff, producing additional application documentation, or escalating requests as required.

Minimise downtime of in-scope applications.

Responsible for processing incidents encountered post implementation during warranty period.

Support processing by ensuring that any new changes to existing applications are operationally acceptable.

Effective proactive monitoring of applications to report outages, effective incident management support across your live applications.

Support improved processing through analysis of internal incident trends and spotting and highlighting problems.

Support effective operations through accurate record keeping of asset config details for all application environments.

Skills/Experience:

Educated to degree level preferred but not essential if you have significant industry experience

Advanced technical/IT awareness and ability to identify new technologies and tools

Advanced Knowledge of Outbound processing applications, for example VIP/VDE/PIOM, Sefas

Knowledge of integration applications and Web services, for example SI, SOAP, REST

Knowledge of MI/BI applications

Understanding of Operating Systems, Operating Infrastructure, Networking and Communications

Understanding of Programming Languages, for example .NET, C#, SQL

Experience of application delivery lifecycle management

Experience of working in a Technical support / Operations/ Data processing environment

The role will require additional hours work outside business hours from time to time and occasional travel.

If you'd like to learn more about this role, please get in touch with Natalie!

Please only apply if you have the right to work in the UK.

Devonshire is an equal opportunity employer and we encourage job applications from

people of all backgrounds. All qualified applicants will receive consideration regardless of gender, race, religion, age, disability, sexual orientation or marital status.

Salary : £35,000

Contract : Permanent

Location : Remote

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Cross References and Citations:

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