

Trainee Software Developer

Location: Standon, Hertfordshire

Salary: £20,000 per annum upwards dependent on qualifications and experience

Closing date: 17 April 2015

StrikeSoft Ltd - Independent software developer and seller

StrikeSoft Ltd is a small team dedicated to designing, developing, and selling business management software for the scaffolding industry. Our software manages the process from initial enquiry to billing and this involves business apps, estimating, drawings in 2D and 3D, contracts management, and financials, all of which provide the software developer with a challenging, problem-solving and highly customer-aware environment in which to work.

We are based approx 20 miles from Cambridge south of Royston/Buntingford, Herts near the A10/A120 interchange to Bishops Stortford. Your own transport to get to work will be essential.

Job Description/overview

Software is only as good as the end user's last experience of it, so you will spend your first year on the Help Desk as a support technician getting a thorough grounding in your target market, your products, your customers and their industry. You will provide 1st, 2nd and 3rd line support which includes bug-fixing and reports creation. You will be challenged and you will not have time to be bored.

In Year 2 you will be working alongside a senior developer on all aspects of the agile development cycle on a project which will be delivered to market on time and on budget. You will also have to multi task as you continue to provide a bug-fixing service and cover for the customer support.

At the end of 2 years, you will have had the benefit of a broad range of experience and responsibility, and you will see your development work being used in the real world of scaffolding companies. You will have used your critical thinking and deductive reasoning skills on a daily basis - and on many occasions to your limits – what we call 'brain-mashing'. You will have professional business skills. In short, you will be highly employable – although we know you won't want to leave us.

Day to day responsibilities in Year 1

This is not an exhaustive list!

- a. Document all calls, problems and resolutions
- b. Follow up unresolved issues until they are either resolved or customer is given explanation as to why the resolution is not possible
- c. Back up new implementations by helping customer
- d. Telephone tutorials

- e. Understand how the customer uses Strike in their business with a view to helping them to become power users - implementing new features, new areas eg tracking labour costs
- f. Understand the relational database and use query tool to fix customer's mistakes (often on the financials side)
- g. Server and client installations
- h. Network and cloud knowledge required to know when to liaise with customers' IT support company, decision to escalate if necessary
- i. Error messages – untangle customer, log in issue-tracking software, try to replicate to assist Development team, report back to customer
- j. Manage automatic updates, – contributing to planning, to specifying solution, developing and testing
- k. Crystal Reports changes
- l. Able to fix data but not the cause of the problem? Replicate and investigate the software code. Respond to the customer. Track resolution and keep customer informed.

Person Specification

Education/qualifications	Computer Science Degree A levels in Maths and/or Sciences desirable Top grade GCSEs in English and/or Languages and Humanities
Experience	No experience necessary as full training will be given
Knowledge/skills	Technical Some of the following: VB.Net, T-SQL, Java Script, HTML, DB administration, Relational tables, Crystal Reports, Sage 50, Construction Industry, the business (any business) process, research and forums
Personal qualities	Honesty, Commitment, Carefulness, Problem-solving, Active Listener, Know when to escalate, Respectful of customers, Empathetic, Able to give difficult feedback, Able to offer alternatives, Implement solutions, not fixes, and last but not least always on time

To apply

Please email your cv to mgreen@strikesoft.co.uk which will be treated with respect and in confidence.