

JOB DESCRIPTION

Role:	Software Support Engineer
Reporting To:	Software Engineering Team Leader
Location:	Derby
Position Type:	Permanent, Full-time

Background Information

Griffin Internet is one of the longest established and fastest growing independent Internet Service Providers in the UK. The majority of systems used by the company have been developed in-house. The Software Engineering team maintains these existing applications and works on new applications.

Primary Functions

- To undertake day-to-day housekeeping and maintenance of Griffin internal systems.
- To identify, design, develop and document new tools and utilities used by Griffin internal teams.
- To support the Engineering department where new infrastructure is being deployed that requires bespoke scripts or tools.
- To provide support to internal information requirements by developing *ad-hoc* and standard database reports.
- To provide support for internal change requirements by updating and maintaining database configuration data under agreed change control procedures.

Secondary Functions

- To undertake day-to-day housekeeping and maintenance of customer facing applications.
- To undertake any other duties and responsibilities commensurate with the grade of the post, properly directed by the Line Manager.

This job description is a guide to the work that the post holder will initially be required to undertake. It may be changed from time to time to meet changing circumstances.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> IT Qualification Evidence of relevant continuous professional development 	<ul style="list-style-type: none"> Microsoft MCAD / MCSD Evidence of relevant training Degree level qualification in Computer Science or similar.
Experience	<ul style="list-style-type: none"> At least 1 recent years relevant commercial experience Producing documentation to support both software design and software deployment 	<ul style="list-style-type: none"> Worked within ISP / Telco environment If graduate, evidence of aptitude to fill the role and learn
Specialist Skills	<ul style="list-style-type: none"> SQL Scripting Development of web applications Good interpersonal and communication skills Excellent planning and organisation skills Customer focussed 	<ul style="list-style-type: none"> Exposure to Scrum or other Agile Software Development methodologies .NET 3.0 C# ASP / ASP.NET HTML,PHP,CSS, XML VB6 / VB.NET COM+ Perl scripting
Disposition	<ul style="list-style-type: none"> Ability to work under pressure and meet deadlines Ability to work on own initiative and take responsibility Responsive to change Ability to learn new skills Good time management skills Good team worker 	<ul style="list-style-type: none"> Ability to deliver commitment to continuous improvement Professional attitude to work Ability to successfully manage conflicting priorities
Circumstances	<ul style="list-style-type: none"> Flexibility to accommodate peaks in workload 	<ul style="list-style-type: none"> Ability to take part in an on-call rota