

Developer - Uniface Applications

Job description

Purpose Summary

As a key member of the Development Team, you will help deliver professional and effective solution development and provide product knowledge and support, in line with the overall Causeway development strategy and vision. To support the product development process in line with the product roadmap for product maintenance and enhancement such that the quality of software deliverables maintains excellent customer relationships and increases the customer base.

The key areas of responsibility for the Developer - Uniface Applications include:

- Software Product Development
- Support of existing codebase
- Release management
- Customer Service
- Teamwork
- Knowledge

Principal Responsibilities

Software Product Development

- To communicate well with Development Manager when receiving new items of work, in order to ensure a full understanding of what is required.
- To provide input during the software change specification stage, to enhance the accuracy of coding time estimates.
- To develop code in line with supplied specifications, to ensure timely & accurate modifications are completed.
- To test all code written, adhering to supplied test scripts, to guarantee a smooth handover between development and testing departments.
- To update the Causeway Development software tracking system through the life-cycle of development works, to provide traceability and audit of all works to managers within the development department.
- To complete time analysis within the Causeway Project server, allowing analysis of time used vs time charged as a business.
- To interface well with on-site consultants during software installation / training, to maintain a consistently good service to our customers.

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- To provide help to the Causeway Support team when required, both in aiding problem solving and sharing of knowledge to continuously improve our service levels.
- To provide positive input to regular product meetings, to enhance the both the quality of the product, and improve the knowledge within the team.
- To be willing to learn new skills, and provide help to other product teams within Causeway should the need arise for temporary resource increases within parts of the Development team.

Release Management

- To provide assistance to the Release Manager in planning and coordinating release activities, ensuring successful deployment of all releases and patches to the live customer environment.
- To ensure the delivery of high quality releases on time, following the release calendar and release plans, co-ordinating with other team members to ensure that the product roadmap and release plan is maintained at all times and to monitor and track project and release risks and issues.
- To work with the Release Manager to ensure that user acceptance testing is carried out in line with the development programme, that agreed criteria and process checkpoints (gates) are completed, that feedback is provided early in the development cycle to support efficient project delivery, and that relevant release documentation is attached before release to the customer to ensure that quality standards are maintained.
- To identify and define opportunities for improvement, measurements for those improvements and the implementation and roll out process to ensure that overall quality standards and customer expectations are met or exceeded.
- To liaise with stakeholders to keep them informed of releases and timescales and the introduction of new services and any preparation activities necessary.
- To track and assist with the management of software issues and enhancement requests to resolution making certain of effective internal and external communication regarding development activity.
- To understand client requirements from a business perspective, ensuring that the production of functional and technical specifications is contributed to and the strategic development plan is supported.

Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To communicate courteously with internal and / or external customers by telephone, email and fact to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

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Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to list to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.
- Such other duties as the management may from time to time reasonably require.

Reporting

Department: Development

Location: Farnham

Reports to: Development Manager

Responsible for: N/A

Key Interfaces

Dealing with Systems Analysts, Testing Resources & Support Department.

Dimensions / Budgets

The department consists of 65+ technical resources covering the development life cycle, based essentially from the Farnham, Watford and Bangalore offices plus smaller teams at Dublin, Matlock, Wakefield offices. Other offices may be added as acquisitions take place.

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Knowledge, Experience and Qualifications

Essential Skills

Extensive experience of the Uniface Programming Language and Environment.

History of successfully building business applications.

Knowledge of database architecture and design, specifically Microsoft SQL Server.

Working familiarity with source code control systems.

Competencies Required

Ability to form strong and mutually beneficial business relationships.

Tenacious, highly energised and motivated, high level of commitment and passionate about achieving levels of quality excellence.

Ability to work under pressure

Strong People management skills with previous team management experience being essential and the ability to motivate others to deliver.

Ability to build strong relationships relevant to the development of the company's profile and business.

Solution orientated with a positive, can-do attitude.

Articulate and focused.

Able to work collaboratively with others to provide a high quality service.

Confident and able to work alongside strong personalities within the business.

Strong technical, analytical and problem solving skills.

Track record and reputation for integrity, follow through, accountability and results.

Qualification

Completed Uniface training course.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.