



CO-OPERATIVE WEB – SUPPORT DEVELOPER

JOB DESCRIPTION

THE BUSINESS

Co-operative Web was set up in 2006 as a Workers Co-op with the vision of being a better company; one that delivered great solutions while being fair to both customers and workers.

We are a tight-knit team, usually sharing a single office location, and working together to make an enjoyable, open, working environment - one with an ethical view of the world. As a workers' co-operative, we are owned and run by the people who work here and care passionately about our clients, our impact, and our community.

THE ROLE

The support development team forms a core part of Co-operative Web. Specialising in supporting and developing custom systems for clients, built to their exacting specifications. These web solutions are built on both the Microsoft technology stack (.NET, SQL Server) and Java Spring framework. While the Java applications are being retired, we envisage support lasting a further 18 – 24 months.

Occasionally, the team is also commissioned to develop desktop applications and support systems for clients. These may involve other technologies, from MySQL, windows services, command line or WPF applications.

Working with our in-house Project Managers and QA team, a successful applicant would be responsible for the support of these applications.

Considering the current global pandemic, initially this will be a remote position, with applicants expected to be able to work from home. However, long-term this will be office based, located in Longbridge, Birmingham. It is imperative for any successful applicant to have a good work ethic, strong discipline and to be a self-starter, able to overcome issues while working away from the team. You will report directly into a Support Account Manager, who will provide you any necessary support while working remotely as well as when we return to the office.

The team undertakes daily stand-ups and we have company-wide communications using tools such as Slack and Teams.

The role may involve some UK travel and occasional work outside standard hours.

MAIN ACCOUNTABILITIES

- Provide 2nd/3rd line support on existing in-house developed, and inherited legacy, applications.
- Participation at all stages of the application lifecycle in the support and development of any bespoke software. This may also include
 - requirements gathering via customer interaction,
 - system design and development
 - testing and deployment
- Development and administration of supporting databases as required.
- Availability as an information source for other personnel whilst continuing to learn and develop technical skills.
- Performing an active role in meetings/discussions relating to any on-going projects or support.

DESIRED ACCOUNTABILITIES

- Liaise directly with clients and end-users to help them resolve issues
- Deal with time critical and potentially stressful situations to meet contractual SLAs for client
- The ability to follow a Change Management process and rigid processes as defined in ISO standards.



PERSON SPECIFICATION

EXPERIENCE

3-4 years' experience in similar roles

KEY SKILLS/COMPETENCIES

MANDATORY

- Strong technical background, with at least 3 -4 years of commercial web application development, particularly exposure to Microsoft .Net and Java development
- Good knowledge of HTML, CSS, and JavaScript
- Practical experience in MS SQL and/or Oracle (including PL/SQL)
- Competent in debugging and documenting technical issues
- Ability to work both individually, and as part of a team
- Good problem solver - able to think “outside of the box”
- Communicating resolutions to problems
- Willingness to help others.
- An aptitude for learning new technologies quickly
- Able to have discussions with other staff, contractors, and non-technical users.

DESIRABLE

Experience or competence in any the following areas would be desirable:

- ASP.Net MVC
- JQuery, React or VueJS
- Bootstrap
- Entity Framework, EntitySpaces, Lightspeed or other ORM
- Writing technical documentation and user manuals
- Working at all stages of an application's life cycle
- Applying established processes and methodologies to comply with in-house development standards
- Good time management and estimation skills
- Understanding existing and emerging technologies and their benefit to existing systems
- Azure/AWS
- Microsoft certification

LOCATION

Longbridge, Birmingham, B31 2TS

SALARY

£25,000 - £27,000

JOB TYPE

Full-time, Permanent

HOW TO APPLY

Please send your CV and covering letter to ask@web.coop