

Web Support Developer

Job Specification

Hours Required : Monday – Friday, 09:00 – 17:30; an hour lunch break
: Flexibility offered to accommodate apprenticeship scheme/degree

Holiday Entitlement : 25 days & bank holidays (based on full working week)

Parking : Free parking

Annual Salary : Based on Experience

Reporting to : Department Manager

Job Description Providing support to customers, general fault finding, application testing, debugging, deploying nopCommerce websites and linking to back-office ERP systems.
Work with the team to produce professional ecommerce websites using nopCommerce. The successful candidate will be supported by the development team.

You will be responsible for:

- Providing support, trouble-shooting and resolving support cases via telephone, email and remote access.
- Providing back line investigative support where a more detailed analysis is required and escalating problems team members where necessary.
- Testing and evaluating application deployments and release changes.
- Bug fixing and redeploying applications, plugins and websites.
- Developing website templates and plugins for ecommerce to customer specifications.
- Responding to customers in a timely and professional manner.
- Maintaining comprehensive case records currently on the CRM system – Microsoft Dynamics.
- Prioritising cases to ensure agreed SLAs are achieved.
- Documenting software defects and program changes.
- Provide training to customers and colleagues as required.
- To carry out any other support duties as the service requires.

Experience

- Knowledge of website development including HTML and CSS.
- General understanding of databases.
- Exposure to web server technologies such as IIS or Apache.
- Exposure to CMS web management platforms, such as nopCommerce and WordPress

Additional

- A basic understanding of programming logic including conditions, loops, etc.
- SQL skills are a distinct advantage.
- Experience in nopCommerce/eCommerce plugins an advantage
- An interest in ERP systems and business process management.

Personal Qualities

- Excellent written and verbal communication skills, with a confident telephone manner.
 - Customer facing with good customer service skills.
 - Committed to ensuring customer support issues are resolved within agreed time limits.
 - Ability to communicate with customers at all levels of the organisation.
 - Ability to communicate with customers with varying technical skills.
 - Ability to manage & prioritise your own workload.
 - A team player with the ability to work on your own initiative.
 - Excellent analytical & problem-solving skills.
 - Ability to learn and research independently to find solutions.
 - Willingness to accept ownership and see a problem through to resolution.
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