

Software Support Developer

JAI Software Job Posting (4/7/2022)

Company Overview

JAI Software is a software company based in Farmingdale, Maine. We provide software to state government and non-profit agencies that helps them to manage and deliver critical program services to vulnerable households. We work closely with our customers to build and tailor the software to meet their specifications and conform to the requirements of the federal and state agencies that oversee them. Our focus is primarily on energy related programs, such as Weatherization services and heating assistance programs, although we are gradually expanding into additional types of services as well.

Workplace

Fairly laid-back hybrid model, working mostly remote from home, although occasionally in the office as well (typically once per week) to collaborate and share ideas in person. JAI operates on normal business hours. On rare occasions, there may be times where something critical comes up out of normal operating hours, such as the system going down for clients in another time-zone, and these times will require working outside of normal hours. This is not a normal occurrence by any means, but prospective candidates should be aware that this may happen from time to time. JAI Software is an Equal Opportunity Employer

Position Description

JAI Software is seeking a full-time *Software Support Developer* who collaborates with our Help Desk team and provides technical support to resolve client reported issues. The primary job responsibility will be to assist in deciding what the proper resolution is, whether the issue can be resolved by yourself or the Help Desk, or whether the issue needs to be escalated to a higher level internally. Working together with the Help Desk team, this process will typically involve deciding whether additional information is required from the customer regarding the problem, gathering more information needed to reproduce the issue, or more clearly defining the acceptance criteria that the customer expects.

Qualified candidates for this position will be able to communicate clearly both verbally and in writing, and will have experience working in an IDE such as Visual Studio, analyzing and interpreting object-oriented programming code (preferably VB.Net and JavaScript), and at least limited experience working with database management tools (preferably SSMS).

In addition to providing support to the Help Desk team, candidates should also expect to work with project managers and clients to discuss maintenance and refinement of the product backlog. This will typically take the form of web meetings or email exchanges where you will discuss what kind of problems you are encountering in your normal job duties, as well as helping to devise long-term solutions to reduce the number of problems and make our processes better overall.

Side duties will also include participating in the product testing process. You will be trained how to operate the software normally, and then expected to assist through regular testing to help identify any bugs or issues and help to get them resolved before the code goes out to clients.

Primary Responsibilities

- Work with JAI Software's Help Desk team and clients to gather details for client reported issue.
- Troubleshoot and correct issues reported by clients.
- Make corrections directly in the database as required
- Write scripts to correct data issues that are preventing the client from completing workflow correctly
- Make modification in the ECOS code as necessary to correct existing issues or avoid future issues.
- Escalate issues to development team
- Assist with product testing efforts
- Work with JAI management and clients on product backlog maintenance and refinement

Desired Skills and Experience

- Moderate SQL Server experience
- Moderate VB.Net
- Moderate JavaScript
- Knowledge of programming concepts
 - Variable declaration
 - If Statements
 - Case Statements
 - Etc.
- Attention to detail
- Process oriented
- Problem solving skills
- Ability to work collaboratively in a team
- Produce high quality, accurate work
- Ability to organize and prioritize issues and workload
- Preferred 2+ years of experience
- Familiarity with tools like Azure DevOps and Visual Studio
- Familiarity with Agile scrum methodologies and processes
- A drive for producing high-quality code while helping to improve company processes