

## Job Specification

**Job Title:** Software Engineer, Custom Solutions

**Reports To:** Project Leader, Team Leader and Team Partner, Custom Solutions

### Objective

- Make a positive contribution to the profitability and growth of the custom solutions team
- Bring excellent technical skills and sound software engineering discipline to promote the development of quality software in a timely and cost-effective manner

### Responsibilities

#### Requirements

Ensuring that each proposed solution meets the needs of The Solution Works' client

- Requirements Analysis
- Requirements Specification

#### Software Development

Ensuring that each solution conforms to its specification, is of a satisfactory level of quality, and is delivered on time and on budget

- Design
- Development
- Testing
- Issue Tracking and Resolution
- Software Configuration Management
- Release

#### Deployment and Training

Assisting The Solution Works' clients with the successful implementation of delivered solutions

- Facilitating User Acceptance Testing
- Transforming and migrating legacy data
- Remote and On-site Deployment
- User Training

#### Support and Maintenance

Assisting The Solution Works' clients with the ongoing successful operation of delivered solutions

- Providing general assistance and answering questions
- Investigating reported incidents
- Managing change requests

#### Personnel

Ensuring that The Solution Works maintains a team of qualified, experienced, and motivated software engineers

- Committed to ongoing personal development
- Participating in peer reviews
- Committed to the success of the team and wider business



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INVESTOR IN PEOPLE

**This list is not exhaustive.**

**Applicants should note that this position may involve visiting clients, within the UK, for meetings and deployments, and from time to time may require working additional hours for the proper discharge of your duties.**

## **Key Criteria for Success**

After 3 months

- Gained a high level knowledge of each of the major software systems
- Gained a broad knowledge of at least one of the major software systems
- Able to respond to typical support calls for one of the major software systems
- Able to make a positive contribution to the ongoing development of the major software systems
- Beginning to gain the confidence of colleagues

After 12 months

- Gained a broad knowledge of each of the major software systems
- Gained detailed knowledge of at least one of the major software systems
- Able to respond to most support calls for at least one of the major software systems
- Able to respond to typical support calls for each of the major software systems
- Able to make a significant contribution to the ongoing development of the major software systems
- Gained the confidence of colleagues
- Gained the confidence of existing clients