

JOB DESCRIPTION

JOB TITLE:	Enterprise Support Senior Software Engineer
REPORTS TO:	Enterprise Support Manager
LOCATION:	Wellington

Background

Solnet's Enterprise Support team deliver professional software services to our clients. We provide level three code level support, application enhancement projects, security testing, upgrades, and application modernisation, typically to the cloud. We work in partnership with clients like ACC, MoH, BNZ and Fonterra, often as part of a product team, delivering a continuous stream of enterprise software enhancement and support.

Job Scope

- To provide technical leadership for the Enterprise Support team in the area of enterprise Java, middleware and integration
- Provide application enhancement and support and support services for enterprise applications
- To deliver the technical resolution of client problems.

Major Activities/Responsibilities

- Lead technical resolution of client problems including complex problem diagnosis and troubleshooting
- Maintain a high level of technical competency and awareness of technologies, products and best practices in software development and maintenance
- Provide Subject Matter Expertise in one or more of Solnet's products or services
- Identify, propose, and implement improvements to supported middleware and integration solutions
- Provides technical resolution and expert advice for high priority support incidents. This includes being on-call as part of an afterhours roster of engineers.
- Maintain in-depth technical understanding of all supported applications, products, and platforms
- Provide mentoring and guidance to other team members
- Achieve and maintain accreditation or certification in relevant product and technology
- Ensure that the chosen software development lifecycle methodology and operational process is followed
- Ensure that project milestones and commercial goals are achieved by both Solnet and the client
- Performing paid client engagements, often onsite at client's premises.

Key Performance Indicators

- Support is delivered to SLAs and to customers' expectations
- Contribution to securing opportunities with new and existing accounts
- Improvement in reliability and supportability of client systems
- Consistently meet the quality standards and delivery timeframes for assigned deliverables
- Contribution to supportive and innovative team culture
- Excellent relationships with Clients and colleagues.

Qualifications

- Ideally (but not limited to) a Computer Science Degree or equivalent.

Skills and Experience

- Broad and diversified experience in the development and integration of software solutions over a period of at least 5 years
- Senior level development skills and experience with Enterprise Java, middleware, and integration platforms. JavaScript, .Net and PHP skills are an advantage
- A deep understanding of modern software delivery methods including, DevSecOps, delivery pipelines, automated testing, and Agile. A strong desire to drive improvements in development practices in house and with Solnet's clients
- Must have completed at least two significant projects in an intermediate development role
- Experience in developing and integrating middleware solutions from the vendors that Solnet work with, including IBM (WebSphere, MQ, IIB), Azure and AWS cloud technologies.

Other attributes

- Excellent written and verbal communication skills
- Self-motivated and self-managing; uses initiative to get things done
- Ability to master new situations rapidly in order to deliver the best service to the client
- Ability to learn new technologies quickly when required
- Flexible, adaptable and comfortable with managing multiple priorities
- Ability to work well in a team and to effectively mentor individuals
- Excellent interpersonal skills including the ability to communicate and present ideas and concepts
- Be available to work outside of usual hours, from time to time
- Reliable and dependable.