

**Junior Developer**  
**Full time, 37.5 hours**  
**Home based**  
**£40,000 per annum DOE**

### **About us**

Union Street Technologies is the UK's leading provider of telecoms billing, provisioning, and customer management solutions to service providers operating in the communications, data, and IT sectors. Our multi award-winning software solutions are used extensively throughout the UK and Europe to manage communications and data services including fixed line, cloud, mobile, data and next generation networks.

### **About the role**

We are seeking a Junior Software Engineer with a good knowledge of software, infrastructure, and programming skills to join them on a permanent full-time basis. This role will be based remotely. You will attend daily, remote, scrum meetings and occasional team and company meetings at one of our offices around the country.

Working as part of a busy and dynamic Wisdom team, the role will be to maintain and develop the Wisdom software, our award-winning Electronic Document and Record Management System (EDRMS). You will develop the system from tickets and assist the support team to investigate, troubleshoot and respond to issues with the software as well as deal with customer enquiries customer enquiries, faults and change requests from the established client base, who include central and local government and housing associations.

### **What you'll be doing**

- Analyse and develop the Wisdom code base
- Upgrade and update existing application software used by the development team
- Working with C#, JavaScript and SQL in the .NET Framework to investigate issues, analyse and develop with the Wisdom software
- Working with Angular, Cordova to investigate issues, analyse and develop with the Wisdom software
- Working with SQL databases through Server Management Studio (SSMS)
- Delivering an exceptional customer service experience by ensuring that cases are responded to in a professional manner and in accordance with customer agreed timescales and SLAs
- Contributing towards the maintenance of the company's internal development documentation and knowledge base



- Providing training and advice to customers and junior team members via phone, email and collaboration software
- Acting as a primary point of contact for customer enquiries via phone and email
- Learning how to develop new technologies and solutions as they are required
- Working closely with members of the support team from 1st through to 3rd line support
- To preserve information security, report security breaches, in line with the **Information Security Policy**, and to act in accordance with the requirements of the Information Security Management System

### What we are looking for

- Demonstrable experience in an IT technical role in a Windows Active Directory environment, ideally with balanced elements of Infrastructure, Support and Development.
- Good working knowledge of:
  - C#, JavaScript in the .NET Framework
  - SQL, ability to write functions and stored procedures
  - Angular, Cordova, XCode, Android, and iOS app deployment
  - Windows including Administration (Server and Client Operating Systems)
  - Internet Information Services (IIS)
  - Authentication
  - Virtual Machines
- Proven communication skills and ability to engage with people possessing various degrees of technical understanding
- Self-motivated and driven, with the ability to multitask and respond well under pressure
- Ability to manage time and prioritise work effectively

### Desirable skills/experience:

- Familiarity with source controls (TFS, Azure Dev Ops, GITLab)
- Familiarity with SQL Server Management Studio Services (SMSS)
- Familiarity with SQL Server Reporting Services (SSRS)
- Familiarity with Windows Workflow Foundation
- Familiarity with Microsoft™ Office products including 365

### What's in it for you? Why should you come and work for us?

Our benefits consist of; Flexible working with options to suit your day and your routine, no dress code (you, do you), days off for special life events, annual leave increments each year, option to purchase additional annual leave, a wellbeing and engagement



team, recognition and team/industry events as well as a whole host of other benefits which can be found on our website [www.unionstreet.co.uk](http://www.unionstreet.co.uk) on our Careers page.

Union Street is an equal opportunities employer, and we positively encourage applications from all eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy or maternity.

We aim to ensure that all applicants are provided with the same opportunities during the recruitment process, and, to that end, we strive to comply with the duties placed upon us to make reasonable adjustments as prescribed by the Equality Act 2010. Should you have a disability or long-term health condition and require a particular adjustment to be made to allow you to fully participate in the recruitment process, please ensure you let me know.

Successful applicants will be required to provide references and proof of right to work in the UK, unrestricted.