



# Job description

## Application Support **Engineer**

### Role Overview

You'll be at the beating heart of our platform - supporting, maintaining and improving our applications and infrastructure. Most importantly, your work will improve the experience that millions of people will have with businesses around the world.

### Key Responsibilities

- Maintain scalable and robust enterprise (JEE) applications
- Identify and implement workarounds for customer incidents
- Implement bug fixes and patches to both new and legacy parts of the platform
- Proactively enable 2nd line to resolve incidents without undue escalation
- Be involved in an out of hours on call application support Rota
- Proactively improve monitoring, alerting and end to end tests
- Handle escalated calls from 1st / 2nd line service desk analysts
- Take an active role in the management and refinement of a backlog of bugs and tactical platform fixes
- Work as part of cross functional, passionate agile (SCRUM/Kanban) project teams ensuring high quality delivery is at the heart of the development process from requirements definition through to delivery
- Proactively bring issues and problems to the attention of the team; generating, proposing and implementing innovative solutions to solve them
- Maintain exceptionally high standards of design and code quality at all times, including architectural, security and scalability standards and principles applied at Rant & Rave

## Knowledge, Skills & Experience

### Required:

- You have a BSc/MSc degree in Computer Science, Engineering, Mathematics or a related subject - or equivalent work experience
- You have excellent problem-solving skills
- You have strong and demonstrable skills in Java, JavaScript, HTML & CSS
- You have a proactive 'self-starter' attitude and a creative, innovative and inquisitive character
- You're willing to experiment with many ideas and showcase the output with peers and the wider teams
- You're a lifelong learner - thriving from developing and sharing knowledge
- You're uncomfortable with repetition and seek automation in preference
- You have experience with rich web applications written in Java, JavaScript, HTML and CSS
- You've got experience with Linux operating systems and servers

### Advantageous:

- Experience using the AWS platform (S3, ECS, EC2, RDS, CloudFormation)
- Knowledge and skills in other programming languages (e.g PHP, Python) and frameworks (e.g. React, AngularJS, jQuery)
- Knowledge and skills in IT automation tools such as Ansible, Chef or Puppet
- Experience with SQL databases (PostgreSQL, MySQL)
- Knowledge and skills of application containers (Tomcat) and web servers (nginx, Apache HTTPD)
- Experience with the ELK stack

## **Competencies:**

### **Customer Orientation**

*The ability to support both internal and external customers to help them achieve their objectives without compromising the company's interests and engendering this culture throughout the Customer Success team.*

### **Analysis**

*The ability to gather relevant information, reason from cause to effect and generate effective solutions to commercial issues – taking into account variables and implications.*

### **Decisiveness**

*The willingness to make decisions once a situation or problem has been analysed, based upon a judgement of the best solution.*

### **Listening and Responding**

*The ability to actively listen to others, understand their feelings, needs and points of view and then to respond appropriately.*

### **Professional Knowledge**

*The ability and motivation to apply and develop one's own professional and technical knowledge and to share this expertise with others.*

### **Communication**

*The ability to speak & write so as to be clearly understood by others, using appropriate vocabulary, grammar & style. Excellent presentation skills, suitably adapted and targeted to the audience.*

### **Change Management/Adaptability**

*The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.*

### **Business Awareness**

*An understanding of the processes and issues relevant to one's job. This ranges from job knowledge to an appreciation of complex internal and external business issues / trends.*

### **People Development**

*The willingness and ability to help others develop appropriate knowledge, skills and attitudes through objective setting, coaching, training and the provision of constructive feedback.*

## Educational Qualifications

**Ideal academic level preferred:**

BSc/MSc degree in Computer Science, Engineering or a related subject - or equivalent work experience

## Mobility Requirements

No travel will be required for this role

## Additional Specifications / Comments

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the business needs of the Company.



**Could you be the one for us?**

Whether you're ready to join us or would just like a little more information, our team are always on hand to help.

Email us at [ravecareers@rantandrave.com](mailto:ravecareers@rantandrave.com)

[www.rantandrave.com](http://www.rantandrave.com)