

# SUPPORT DEVELOPER



## Support Developer Brochure

At DotActiv, we pride ourselves on providing the South African retail market with high-quality category management software and advisory services aimed at making in-store shopping an all-around better experience.

Our two main sources of development are C# (web-based application) and C++(desktop application).

This role aims to get you to grow into a full-time developer and how we will ensure this is by splitting your responsibilities up between our support and development functions respectively.

Thus, your time split would be something like this:

1. 3 of your 5 workdays (or 60% of your time) will be spent on support tasks which are covered in the responsibilities below.
2. The balance of your week (or 40% of your time) will be spent on development or on activities that will prepare you to become a full-time developer through the following exposure areas;
  - a. Furthering your studies as needed,
  - b. Reviewing code,
  - c. Applying yourself to fix bugs,
  - d. Working alongside developers,
  - e. Identifying potential feature requests.

Your job grading will also be reviewed based on your skills acquired, exposure, knowledge etc. after 6 - 9 months in the role (this will be assessed on a case by case basis) which will be monitored by an outcomes-based PDP.

### Responsibilities

Your **Support** Responsibilities Are:

There are times when our software users need knowledgeable support from an empathetic customer success consultant. When you work in the support function your main duties would be as follows:

1. Analyse knowledgebase user engagement data and contribute helpful content to improve the customer experience.
2. Receive, analyse and manage customer support cases and provide meaningful solutions to ensure customer success. (new or existing knowledge base articles, remote support, scheduled training, troubleshooting and advice)
3. Provide customers with space planning advice that goes beyond mere technical support to ensure that they achieve their goals.
4. Analyse customer support cases to determine new features to be logged for development and deployment/ software errors to be logged for immediate fixing.
5. Since customers are creating plans which are dependent on accurate data you will be required to provide data analysis, processing and validation using excel and SQL. (A mandatory course for this will be a part of your onboarding).
6. Since many of our customers are in different time zones and we seek to provide them with exceptional support you will be subject to a rotational on-call schedule. Making yourself available for "On-call" time is remunerated over and above your monthly total cost to company salary.

Your **Development** Responsibilities Are:

- Translating application storyboards and use cases into functional applications;
- Designing, building, and maintaining efficient, reusable, and reliable C# and C++ code;
- Ensuring the best possible performance, quality, and responsiveness of applications;
- Identifying bottlenecks and bugs, and devising solutions to these problems; and
- Maintaining code quality, organisation, and automation.

Working remotely, and with a monthly Cost to Company of between R7 200 and R10 000, we're looking for someone to provide proactive customer support while preparing for a developer role.

## What you can expect from DotActiv

Here's what you can expect from DotActiv as a Support Developer:

- You'll receive a starting monthly Cost to Company salary of between R7.2k and R10k, depending on your qualifications and experience.
- You'll service customers remotely online.
- Your success is important to us so you can expect that we will invest significantly in your development (both internal and external training).
- The when and how of earning more is completely transparent - our job grading system is open to scrutiny because we believe in paying fairly and without favouritism.
- We will offer you a developmental path specific to your circumstances, allowing you to grow your career with us.

Tech Stack that you will be exposed to along the way:

- Object-oriented programming;
- Writing reusable C++ and C# libraries;
- Understanding fundamental design principles behind a scalable application;
- Microsoft SQL Server and PostgreSQL;
- JSON;
- Angular;
- .Net core Framework
- Code versioning tools (such as Git);

### What we will expect from you

A great attitude is what is most important. The next most important thing we will expect is an “always learning” mindset.

Besides these critical ingredients, you will need to possess **or in some instances be willing to acquire (with our help)** the following skills and abilities:

#### Education and Language:

- An IT qualification is advantageous even if it is still in progress.
- Strong written and oral communication skills.

#### Knowledge and Computer Skills

- Knowledge of the principles of customer service with software products.
- Computer packages & systems currently in use by the company.
- Project management.
- Customer coaching & support.
- Competent use of job-specific in-house systems used by the company.
- Intermediate MS Office (Word, Excel, PowerPoint) & deploy ability within Google Suite.
- Basic to Intermediate MS SQL or similar solution;
- Problem-solving (Trouble-shooting);
- Intermediate MS Operating Systems.