

## **JOB DESCRIPTION**

### **1 Administrative Details**

<b>Job Title:</b>	<b>Software Support Engineer</b>
<b>Department:</b>	Product Development / Operations
<b>Location:</b>	Newark, United Kingdom
<b>Purpose of the Position:</b>	<p>The Software Support Engineer role involves working directly with our internal teams, hotel customers and technology partners.</p> <p>In this role, your primary responsibility will be to ensure the seamless operation of our systems, products, and applications in the production environment, thereby enabling the development team to remain focused on delivering innovative new products and features.</p>

### **2 About Us**

HotelREZ Hotels & Resorts, one of the world's largest, yet tailored, companies dedicated to marketing and connecting independent hoteliers with bookers around the world, is looking for a talented Software Engineer, who will be part of our Product Department team but will also work closely with the Operations team.

This is a customer facing role and the position supports and maintains applications that we build for our customers around the globe. Our applications are web based, deployed on Azure cloud, exposed as web services/applications using various technologies including C#, JavaScript, ReactJS, .NET MVC, MS SQL, HTML5, CSS3, jQuery.

### **3 Key Responsibilities**

- Taking ownership of support requests, collaborating with the development and operations teams to promptly identify and resolve issues, and providing regular updates to stakeholders.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal team.
- Updating customer documentation to prevent recurrent issues.
- Proactively monitoring insights and alerts in the production environment to identify potential issues.
- Collaborating with the product and development team to test new product releases and expedite the release processes.
- Provide support to our partner developer teams to integrate with HotelREZ's platform. This may include debugging script, writing code snippets for customers as well as continuously refining and documenting various processes.

- Assist in developing tools and resources to help improve the company's internal operational efficiencies.
- Provide support on the maintenance and development tasks related to Salesforce CRM, internal phone system and set up and maintenance of internal IT systems.
- Carry out allocated duties and tasks by applying a flexible and adaptable customer centric approach to serve multinational presence and global operations across multiple time zones

#### **4 Requirements**

You will be a successful candidate if you can identify yourself with the following criteria:

- Skills for understanding and writing C#, .NET MVC, Web Services, MS SQL, JavaScript, HTML5, CSS3, MySQL, Azure
- Strong analytical and problem-solving skills
- Excellent communication skills
- University Degree in Information Technology or relevant field
- Understands the principles of OOP
- Ability to work in a team under guidelines provided by the Team Leader using agile software development (SCRUM).

If you are looking for an international, fresh, and fast-growing environment to enhance your career further we would like to hear from you.

You will be required to travel to Greece once or twice a year to meet with the development team face to face and for training.