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## SOFTWARE SUPPORT ENGINEER

### JOB DESCRIPTION

Reporting to

Location

Derby

The role of the **Software Support Engineer** works within the Company division within Roscom.

### Company Division

#### Divisional Goal

- Remain global market leaders in Telecoms Risk Assurance.

#### Departmental Goals

- Roadmap – One new solution item release per annum that allows technology to deliver financial risk assurance to clients.
- One major software release per year per product/solution.

### Role Purpose

The Software Support Engineer position exists to facilitate the delivery of Managed Services to the Telecoms industry using Roscom products and expertise by providing technical skills including: software creation and validation skills; system operation and end user support, both internal and external (national and international).

Our products range from large Linux systems and databases to embedded Linux devices, all of which are developed in-house by our own engineering team for which this role is part of.

For the right candidate, learning and working with these systems will provide a satisfying technical challenge whilst allowing them to work alongside many the world's best-known telecommunications companies.

The successful candidate will be required to have strong technical expertise whilst being able to work with and articulate the general concepts behind their work to their non-technical customer audience.

**The role covers end to end from creation, use and support of all products.**

### Role Responsibilities

#### Creation:

- Software development of small scale system features as required.
- Create and release supporting documentation for software and services.

#### Usage:

- Participate in the requirements capture, design, setup and delivery of managed services based on the capabilities of Roscom products and expertise.
- Use Roscom products to help deliver Roscom services to customers.
- Interact with customers to ensure the successful delivery of Roscom solutions.
- Use Roscom products to test their suitability for use, including testing on 'Live' services.
- Provide feedback on software issues found and new requirements identified with/by customers

#### Support:

- Strong troubleshooting and fault diagnosis abilities to aid other users internally and external clients.
- Create technical supporting documentation for users of Roscom products as required.

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**Other:**

- To provide such other services as may be required by Roscom on an occasional basis, where such are not unreasonable given the employee's knowledge base and abilities.
- Our client base is worldwide so travel may be required from time to time.

#### Required Skills and Knowledge

Ability to work with and understand complex technical systems  
Customer facing and able to explain complex subjects in a simple understandable manner.  
Excellent problem solving skills.  
Good communication skills and able to work in a fast moving motivated and driven team.  
Be attentive to detail, especially in relation to the complexities of software development.

#### Preferred Skills and Knowledge

An appreciation of how telecoms networks (cellular and PSTN) work would be advantageous, but is not a prerequisite.

SQL  
Unix/Linux  
Shell Scripting  
PHP Scripting Skills

#### Additional Notes

There will be times when you may be required to undertake additional tasks, duties and responsibilities within your capabilities. The company reserves the right to vary your tasks, duties and responsibilities at time and from time to time according to business needs.