

Application Support Developer

Position Overview

Farragut is looking for a talented and motivated Application Support Developer to join our dynamic team. In this unique dual role, you will be responsible for not only developing and maintaining our software solutions but also serving in a client support capacity by addressing their technical inquiries and issues. If you are passionate about coding, solving problems and enjoy helping others, this position is for you. You will work closely with customers, other developers, and testers to ensure the quality and functionality of our products.

Responsibilities

- Provide technical support to customers via email, phone, and chat
- Collaborate with the development team to design, develop, and deploy software solutions using Microsoft .NET, Visual Studio, C#, JavaScript, CSS, React, and SQL Server
- Troubleshoot and resolve customer issues related to our software products through technical assistance and data patches
- Document customer issues and provide feedback to the development team for continuous improvement
- Work with developers and teams for integration alignment with other products

Requirements

- Bachelor's degree in computer science, software engineering, or a similar field
- Minimum 1-3 years of web development experience with Microsoft SQL Server, React, and C#
- Minimum 1-3 years' experience in a customer support role, interacting with clients and handling data fixes
- In-depth understanding of web development best practices, standards, and tools
- Excellent problem-solving and debugging skills, outstanding communication skills with a customer-centric attitude, and adaptable to shifting priorities
- Microsoft Azure certification is a plus
- Experience with ADA compliance is a plus

Technically qualified applicants should also have the following personal characteristics:

- A strong dedication to task completion to ensure that all responsibilities are fulfilled efficiently and effectively
- High level of emotional and social maturity with a proven ability to manage emotions effectively and maintain composure during challenging situations
- Design Thinking with ability to apply a user-centered approach to problem-solving and innovation
- Strong Learning Mindset and a continuous desire to learn and adapt to new information and challenges
- Capacity to work independently as well as collaboratively as part of a team
- Strong interpersonal skills and customer focused mindset and ability to prioritize customer satisfaction

Compensation & Benefits:

The salary for this position is determined based on candidate's previous work experience, current competencies, and market salary information.

Farragut offers a competitive benefits package with benefits starting on your very first day of employment.

Benefits for full-time employees include:

- 20 days of paid time off + 7 paid holidays each year
- Comprehensive Medical Insurance, with FSA or HSA options
- Vision & Dental Care
- 401k Matching
- Life Insurance, including Short and Long-term Disability
- Education Assistance
- Paid Parental Leave

Please apply to: hr3@farragut.com