Full potential ahead.

Customer Support Developer

Position Overview

Farragut is seeking a skilled and driven Customer Support Developer to become an integral part of our vibrant team. In this role, your primary responsibility will be to serve in a client support capacity addressing customers' technical inquiries and resolving technical issues. Additionally, you will have the chance to contribute to the development and maintenance of software solutions during periods when there is lighter support demand. If you have a passion for assisting others and a keen interest in tackling complex problems and coding, this role is entirely suited for you. In this role, you will collaborate closely with customers, fellow developers, and testers to ensure the high quality and functionality of our products.

Responsibilities

- Provide technical support to customers via email, phone, and chat
  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
- Collaborate with the development team to design, develop, and deploy software solutions
- Work with developers and teams for integrational alignment with other products

Requirements

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

Technically qualified applicants should also have the following personal characteristics:

- Committed to completing tasks efficiently and effectively
- Emotionally mature and able to stay composed under pressure
- Skilled in user-centered problem-solving (Design Thinking)
- Eager learner, adaptable to new information and challenges
- Works well both independently and in teams
- Strong interpersonal skills with a focus on customer satisfaction

Compensation & Benefits:

The salary for this position is determined based on the 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