

Job Description

Job Title: Senior Software Developer/ Business Analyst

Reporting To: Business Systems Manager

Department: I.T.

Location: Aylesbury (office based)

The Business:

Agria Pet Insurance Limited develops their own branded pet insurance policies, whilst administering others which include the Kennel Club Pet Insurance. Work with all partners to provide peace of mind for owners and the best possible care and protection for their pet.

Job Role:

- To evaluate, develop, deliver and improve effective solutions aimed at enabling the business to exceed its financial, productivity and strategic development goals, forecasts and expectations.
- To provide an exceptional level of service to all customers and to develop lasting relationships (internal & external) built on trust, integrity and honesty.
- To develop effective communication links between internal and external customers in order to predict and deliver the expectations of the customer and the company.

Main Responsibilities & Duties:

- Prompt investigation of system faults, providing software and/or data fixes as appropriate.
- Full development lifetime cycle from requirements gathering, design, development, testing and implementation of new software and updates.
- Liaison with external suppliers\partners to ensure software development, updates and/or data is delivered on time and to specification, resolving issues where necessary.
- Provide regular updates on status of projects and issues.
- Takes full responsibility for assisting customers in clarifying their needs and requirements for new and enhanced systems, products and services, and devising effective solutions to these needs.
- Assesses the feasibility and practicality of potential approaches, specifies requirements and establishes decision criteria.

- Produces reliable cost, effort and risk estimates and project plans, and documents these and the conclusions reached to provide the technical content of sales proposals, taking full responsibility for these parts of the proposals.
- Ensures that all requests from users for assistance are handled promptly and effectively; is pro-active to ensure that users make effective use of the facilities available to them.
- For all requests that cannot be directly resolved, provides an effective interface at the highest level between users and service providers; ensures that priority setting and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
- Provides users with information on the medium and long-term plans and policies of the organisation for the provision of desk-top systems, products and services and advises on the impact of such plans.
- Carry out additional duties requested by a member of the management team, as the requirements of the business demand.

Standards:

- Ensure all activity is in line with current compliance and regulatory guidelines.
- Keep up to date with system related technical innovations. Apply this knowledge where appropriate to recommend changes to the Agria systems.
- New systems and enhancements designed to use the most appropriate technical platforms. System design to show evidence of options considered.
- System changes and enhancements to be fully documented and documentation produced to department standards.
- Weekly status updates detailing progress against plan and any issues.
- New programs and changes to be written in a style that is easy for the user to operate and for the IT team to maintain.
- Excellent feedback from the end users and from the rest of the IT team.

Qualifications, Experience & Knowledge:

- Educated to degree level (IT, Mathematics or business related subjects) with substantial and relevant commercial experience of website/software development.
- Ability to be self-sufficient with given tasks
- Good commercial awareness and understanding of customer service principles.
- Excellent problem solving skills and the ability work through problems in a logical manner

- The ability to gather & translate business requirements into a specification
- An understanding or awareness of insurance principles; any knowledge of pet insurance would also be an advantage.

Essential Technical Skills:

- Experience developing complex .Net WinForms or WPF applications
- Experience with writing complex T-SQL queries and a strong understanding of MSSQL server
- Experience with .Net MVC & Umbraco would be an advantage
- An understanding of MSSQL Database design and Web API development skills

Desired Technical Skills:

- WinForms
- WPF
- MSSQL Server (T-SQL)
- .NET 4.0 +
- TFS/SVN or other Source Control applications
- MSTest or NUnit for automated testing
- CSS, SASS, JQuery, Java script and Angularjs