

JOB DESCRIPTION

A. JOB TITLE: Support Engineer / Trainee Developer

B. INTRODUCTION TO VERITAPE LTD

Veritape Ltd has been established as a UK-based IT company since 1998. Our main office is in Manchester, with another in St Albans. Veritape builds and sells telephone call recording systems to call centres and other businesses. Call recording is used by our clients to:

- train and monitor their staff, to protect and improve their company's image and customer interactions
- comply with regulations and guidelines on recording such as those specified by the FSA and Insurance Ombudsman
- provide a permanent record of what was said during a call, for handling customer queries, complaints and feedback

Our approach to call recording is quite different from those of most of our competitors. Instead of requiring our clients to spend tens of thousands of pounds on custom electronics or hardware to record their phonecalls, we adopted another view:

- All companies own computers
- Modern computers are very powerful, and are under-utilised
- All of the processing power required for recording phonecalls could be provided by PCs rather than expensive, custom-built hardware

That still remains the basis for our approach: to dramatically lower costs, we use a company's existing PCs and data network to create and manage recordings from a company's phone system. Our revolutionary Veritape CallCentre software is key in our ability to do this.

This is an exciting time of sales growth for Veritape. All our employees have a great opportunity to play an important part in determining and delivering the future for our high-tech, flexible business.

C. CONTEXT OF WORK

Veritape's client list is growing rapidly, and we need to continue providing our clients with excellent support. In addition, we need to continue developing our software products to meet our current and future clients' requirements.

D. PURPOSE OF THE JOB

There are two roles to the job:

- As a Support Engineer: To continue to provide our clients with the excellent levels of support they have come to expect. To support our internal IT users to the same levels. To assist in the development of our support systems.
- As a Trainee Developer: To assist in the development of our products to meet and exceed customer expectations. To help develop internal IT systems to serve a rapidly expanding client base even better.

E. TASKS AND RESPONSIBILITIES

The first 1-3 months of employment will focus on induction and training, and will involve:

- Company and Product Familiarisation – both at Veritape's offices and at our clients' sites. This will ensure that the Support Engineer / Trainee Developer has a comprehensive understanding of Veritape Ltd's plans for the business and for the product, as well as the mechanics of how Veritape's product works. Familiarisation with the internal IT systems will also be included, so that the individual has a firm grasp of our current infrastructure and our plans for its development.
- Installation – assisting others in talking with clients about their requirements, agreeing those requirements, building installation packages based on client needs, ensuring clients complete configuration and pre-installation processes, assisting clients with installation (either remotely or very occasionally directly on site).
- Client Support – this will ensure that the Support Engineer / Trainee Developer gains a practical knowledge of the architecture of Veritape's software products, by responding in a timely manner to Clients' requests for help, support and customisation. This work will be undertaken alongside existing Veritape Support staff, who will assist the Support Engineer / Trainee Developer.

Following the initial training/support phase, the Support Engineer / Trainee Developer will become a full part of the support function of Veritape:

- Taking complete responsibility for some customers, from finalising & creation of their installation, through helping them install, to supporting their ongoing use of our products.
- Taking over primary support responsibility for other existing clients.
- Assisting in the design & creation of improvements to the support process.
- Assisting in the creation of additional support tools, both for our clients, and internally.

As a Trainee Developer, you will be assisted by our expert development staff, to improve your program design & programming skills in order to tackle some of our key development requirements:

- Adding extra features to existing products, both internal and external.
- Designing & developing small modules & support tools.
- Building installation packages and product releases.
- Documenting coding/development work for both external documentation (for clients) and for internal use (for other Veritape staff).
- Development of internal IT infrastructure, which may include telephony systems & intranet.
- Maintenance of the company intranet/bulletin board/knowledgebase, and the technical/support section of the intranet.
- Communication – ensuring a good level of teamwork, highlighting issues in good time and proactively suggesting solutions to resolve problems.
- Undertaking any other duties as directed by your line manager from time to time.

All these tasks will be done in consultation with appropriate Veritape staff members, such as other members of the Development and Support teams, and also with Marketing department, etc.

F. PERSONAL DEVELOPMENT

The Support & Development Engineer will continue to improve & broaden their experience whilst at Veritape, at a very rapid rate. The work undertaken will not be limited to the individual's past experience, but will encompass technologies that are new to that individual, new to the company, or indeed so emergent that they are new to everyone.

G. PERSON SPECIFICATION

Criteria required for the role	Essential	Desirable
Skills & knowledge	<ul style="list-style-type: none">• Good communication skills – both written and verbal• Ability to work with others	
Experience	<ul style="list-style-type: none">• Have demonstrable experience in supporting IT users.• Have a proven ability to get things done	<ul style="list-style-type: none">• Have worked in a support or development capacity
Disposition	<ul style="list-style-type: none">• Ability to prioritise tasks and deliver to a deadline• Ability to explain PC and IT concepts in a friendly and patient manner• Responsible	<ul style="list-style-type: none">• Flexible approach to work
Technical & qualifications	<ul style="list-style-type: none">• Some coding experience, preferably in C#, VB.Net, Java or VB6, or ability to demonstrate equivalent.• Some experience with relational databases, in particular SQL Server/MSDE• Technical and practical understanding of other IT systems, such as Windows operating systems, networks, databases, etc• Competence with all Microsoft Office products	<ul style="list-style-type: none">• Experience with telecoms systems, telephone switches, TAPI, VoIP• Knowledge and understanding of XML, SQL• Administration of Windows NT/2000/XP/Vista Security and networks
Circumstances	<ul style="list-style-type: none">• Able to travel occasionally to any UK location	<ul style="list-style-type: none">• Full driving licence

H. REMUNERATION

Salary will be dependent on experience & aptitude. In addition there will be a performance related bonus.

Any offer made will be dependent on the successful applicant's skills & experience.

I. FOR MORE INFORMATION, OR TO APPLY

To apply for this role, please email your CV, along with your current/recent salary, to recruitment@veritape.com – please don't forget to include a contact telephone number.

For more information about Veritape or the role, please email recruitment@veritape.com or telephone Veritape on 0845 899 55 00 extn 754.