

# Job Title: Junior Developer

3rd Line Support

## Qualifications and Education

### Essential

- Degree in Computer Science, Software Engineering or Similar

## Skills/Competencies

### Essential

- Investigation and diagnostic skills
- Business awareness
- Cultural awareness
- Analytical skills
- Strong IT skills
- Good skills in: Java, JEE, SQL

## Knowledge

### Essential

- Web based applications and browser support
- Standard SQL queries
- XML structure and editing tools
- SLA and incident escalation process
- Basic level of knowledge and experience in programming

## Experience

### Desirable

- Proven work experience on bespoke or internally developed applications, including Software upgrade support
- Exposure to OO programming languages (Java)
- Working with Cloud based Applications – preferably Java-based cloud applications

## Personal Characteristics

### Essential

- Excellent communication skills and active listening
- Logical problem solving to break issues down into prioritized discreet work packages
- Attention to detail
- Hands on experience in Software Upgrade
- Support delivery
- Exposure to and understanding of modern cloud applications
- Empathy with users
- Acceptance of ownership
- Patience and understanding

### Desirable

- IT literacy around cloud desktop applications navigation practices and systems such as database, Windows O/S, Apple O/S and standard security principles such as logging on, signing off etc.
- Service awareness, IT infrastructure library (ITIL) certification
- Knowledge of: Eclipse, JavaScript, CSS, HTML, Hibernate, JBoss

### Desirable

- Exposure to and understanding of modern (cloud) applications and business technologies Sharepoint, Windows, Windows Server, Google Apps, Apple and other cloud based technology concepts e.g. application servers, print servers etc.
- Knowledge of factory labeling, and other packaging related labeling artwork graphic creation processes
- Knowledge of supply chain applications, e.g. ERP, PLM, Factory Labeling systems such as EnLabel, Nice Label etc.
- Exposure to and understanding of Oracle and Microsoft database technologies

## Other Requirements

### Essential

- Providing extended support via on call rota for customers who require support outside Kallik business hours. This may include evenings and weekends, and cover during Company shutdown between Christmas and New Year



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