Job
Gemma MA · Mar 16, 2022

Support Engineer / Developer

Job Title: *Support Engineer / Developer*

Location: *Sydney, Australia*

Salary: Salary negotiable depending on skills and experience

Job Type: *Permanent, Full time following 3 months probation*

Integrated Software Solutions (ISS) is a software development company providing mainly laboratory health solutions for over 30 years to some of the most well respected hospitals/organisations around the world. Clients include laboratories in United Kingdom, United Arab Emirates, Canada and Australia. Established in 1983, they came from modest beginnings in Sydney with a small team of passionate people who wanted to help change laboratory software for the better.

The Role Overview:

To join a dedicated software team working in delivering flexible, robust and innovative solutions that meet specific business requirements. Working with the full suite of software from O/S, Interfaces and database to UI requires one to be comfortable in a variety of skills.

Integrated Software Solutions provides Laboratory Information Systems (LIS, LIMS) for diagnostic and newborn screening laboratories.

This position is suitable for interns or programmers 3-5 years' experience. On the job specific training (product knowledge) will be provided.

Key Responsibilities:

In partnership with the development and support managers, the team takes direction for all aspects of their development technology practice.

Support duties – *You will contribute to the design and support of the solutions to allow the company to deliver timely and appropriate customisation and training to end users that meet or exceed expectations.*

This requires good analytical skills to diagnose support issues and prepare a resolution with appropriate code changes as well as understanding the requirement for new functionality.

Other ad-hoc support duties:

Software Development - *The incumbent will document and adhere to standards and methodologies to drive consistency throughout the team and products. You'll ensure we utilise the core components and features to meet requirements and identify shortcomings and potential solutions for development.*

Implementations - *provide technical support to product specialists for new installs and upgrades for existing clients. This will include interfaces to analysers and external systems and resolving issues isolated by UAT specific to that client.*

Skills and Experience:

Required:

Demonstrates strong programming expertise, with the ability to execute a wide range of programming activities with minimal supervision.

Ability to evaluate and recommend improvements for software effectiveness.

Working to agreed quality standards.

Proactive and highly organised with strong time management and planning skills.

Ability to communicate effectively with staff across the Business, Support and Development teams.

Ability to understand the importance of and adhere to confidentiality in handling client and patient personal data.

Beneficial:

Extensive experience as a professional in a software development and/or support position with the following technologies is an advantage: MVC, DHTML, CSS, Javascript, Intersystems Cache/Ensemble; IRIS; HEALTHSHARE.

Web: JSON, Intersystems ZEN, Angular, Python

Tools: Visual Studio, Eclipse or other IDE. CLI

Data Frameworks: SQL

Communication Services: Web Services, TCP

Source Control: SVN, Git or other Version Control concepts

Interfaces: HL7 standard

Qualifications:

Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

Competencies:

- *Communication*
- *People & Personal Development*
- *Team Work*
- *Customer Focus/Results /Excellence*

#Angular #C++ #HTML #JavaScript #JSON #Job Opportunity

Source URL:https://community.intersystems.com/post/support-engineer-developer