

Job title: Junior Support Developer (Placement)

15below is a privately-owned software company. We specialise in passenger communications for the travel industry. Established in 2000, we have since grown to become one of the travel industry's major suppliers of passenger messaging solutions. We now work with more than 50 travel companies worldwide, including major airlines customers, such as Qantas, Virgin Australia, Cathay Pacific, Ryanair and JetBlue.

15below's Vision

To become the undisputed global leader in traveller communications by providing the single competitive advantage in travel: customer engagement through brilliant communications.

We make journeys easier and more enjoyable by giving our customers and their passengers a stronger sense of control. From disruption management to hyper-personalised pre-departure communications and mobile boarding passes, we build the technology to help companies stay connected with their customers at every stage of their journey.

The role:

We truly believe in technical and professional excellence. As part of a rapidly growing team of 115 people you'll share our values of Connected, Collaborative, Progressive, Knowledgeable and Enjoyable.

We are looking for a one-year placement student with a genuine passion for software development coupled with the desire to gain valuable work experience in a collaborative and supportive work environment.

What you'll be doing:

As part of this role, you will be responsible for:

- Providing developer support for our flagship products on the 15below platform, including
 - Liaising with our global customers and external partners
 - Investigate and resolving faults
 - Engaging problem solving skills to ensure the root cause of any issue is identified and fixed
 - Providing ad hoc reporting
 - Monitoring core services and managing critical alerts
- Foster collaboration and communication amongst team members
- Escalate support issues appropriately and communicate proactively
- Stay abreast with technical development and trends
- Participates in process improvement initiatives
- Adhere to 15below policies and company values
- Perform other related duties as required and assigned
- Contributing to core product development

Skills we'd like:

- Excellent software development skills (ASP/ASP.NET, C#, SQL, VB/VB.NET, Web Services, XML/XSLT)
- Brilliant communication skills – both verbal and written
- Good problem solving and analytical skills
- Working towards a BSc Computer Software (or equivalent)
- Stay abreast with technical development and trends
- Foster collaboration and communication amongst team members
- Participate in cross-functional process improvement initiatives
- Adhere to 15below policies and company values

What kind of person you are:

Naturally we're looking for the best. We want someone who:

- Thrives on challenges, loves grappling with complexity and can make the most difficult concepts easy to understand using sincere and clear communication skills
- Collaborates effectively with other disciplines and can be trusted to deliver
- Wants to invent cool, progressive stuff that's useful to the industry
- Has a calm presence of mind and a strong sensible streak
- Knows how to have a bit of fun now and again

What's in it for you?

Work is a big part of life, so it has to be challenging and enjoyable. This job is about empowering you to do the work you do best and be part of a fantastic team.

Package	25 days annual holiday Private Medical Insurance 5% Employer Contribution Pension Scheme
Flexible benefits	Various salary sacrifice schemes including: <ul style="list-style-type: none"> - Cycle to Work scheme - Computer and Mobile scheme - Holiday Purchase scheme
Other perks	Free on-site massages, fortnightly 'wind-downs'
Reporting to	Service Delivery Manager
Location	Brighton, UK
Start date	Summer 2019
Hours	Full-time

Interested?

Email us at jobs@15below.com and share with us why you're perfect for this role.

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