

## **JOB TITLE – DEVELOPER: SERVICE EXCELLENCE**

**Position reports to** : Service Excellence Manager  
**Direct Reports** : None  
**Office Location** : Adapt IT Johannesburg Campus

## **PURPOSE OF THE POSITION**

The purpose of the role is to assist with the support, maintenance, enhancement, testing, design, development of software systems required by the business.

Responsible for the design and creation of reports as required.

## **PRIMARY RESPONSIBILITIES FOR THE ROLE**

### **a) Develop & Builds Software Applications**

- Understand technical design specification and commit to the deliverables.
- Develop and builds the system according to the approved design and in accordance to required programming standards
- Build and deploy custom Business Process Management Solutions utilizing the software used for business requirements
- Execute and effectively follow and manage the Implementation methodology in line with the SDLC
- Contributes towards improving development and support processes.
- Strong focus on evaluating and analysing flaws/ discrepancies in system, and ability to estimate, plan and implement efficient, high-quality solutions
- Compilation of knowledge articles and presentations to users
- Provide post-implementation support as per required SLA guidelines

### **b) Provides Technical Design & Analysis**

- Ensures a clear understanding of the functional and technical design specifications are gained and escalates any questions to line manager/system owner/Business Analyst prior/ or during development.
- Conducts research appropriate technologies as directed and Communication/workshop/ with client to meet the customer's expectations.
- Provides input into the specification to ensure that the application meets the required customer specifications.
- Provides technical direction for development and design of the software used as required by Business.
- Propose possible system deficiencies and implements effective solutions/improvements with relevant guidance from senior staff

- Analyse and design new or existing system changes and evaluate business impact of change, enhancements and new designs
- Translate the logical designs into physical designs and detailed programs designs, considering the agreed standards, the target environments infrastructure and architecture, performance requirements and external integrations
- Plan and implement bug-free changes to production application systems according to SDLC standards
- Evaluate requirements and provide the best possible solutions, do workshops with clients, document outcomes through mapping clients' processes using Visio and delivering on the requirements

**c) Reporting and Analysis**

- Design and the maintenance required reports required by business.
- Assist the Support Team on reporting requirements.

**d) Conducts Software Testing**

- Tests own code (may include unit testing), prior to handing code software/ system tester, against the coding standards and design requirements.
- Corrects all errors logged throughout the various testing phases and ensures quality coding standards and design requirements are met.
- Provides support to the Business Analysts on a technical basis during the UAT phase.

**DESIRED SKILLS, EXPERIENCE AND QUALITIES:**

**Qualification**

- National diploma or Bachelor's Degree or Diploma i.e., Information Technology, Informatics, or related area of study
- Microsoft Development Certifications (MCP, MCSD)

**Experience**

- 2+ years C# development experience
- VBScript, .Net, C#, Java Script
- 5+ years' experience with software design and development on a Windows platform
- Microsoft SQL Server and TSQL (Tables, Stored Procedures, Triggers, Functions, DBA)
- MVC

Contact Person: [Jeanel Lenders](#)

[Apply Here:](#)

Vacancy Status: [Open](#)

