



Job Description

Title: Software Developer – Customer Support

Job Summary: As a member of the Customer Support Team, collaborate with the Product Development team to provide stability and security for the Outcome Tracker system. Efficiently determine scope and severity of reported issues and provide prompt attention to customer support incidents. Help develop and run automated software tests.

Duties and Responsibilities

- Address customer support issues via bug fixes, data cleanup, etc.
- Develop and assist with automated software testing
- Develop new product features and enhancements

Knowledge, Skills, and Abilities

- Aptitude in (or ability to learn) the following:
 - Linux
 - Python
 - Django
 - jQuery
 - Bootstrap
 - HTML
 - CSS
 - SQL
- Strong verbal and written communication skills
- Strong organizational and analytical skills

Credentials and Experience

- Bachelor's degree is preferred

Other Requirements

- Willingness to learn new programming languages and tools and work in a team environment

Job Location

Harrisonburg, Virginia

Date revised: August 3, 2020