



## **Job Description**

**Title:** Software Developer – Customer Support

**Job Summary:** As a member of the Customer Support Team, the customer support developer facilitates software changes for our web-based platform, Outcome Tracker. Efficiently determine scope and severity of reported issues and provide prompt attention to customer support incidents. Help develop and run automated software tests. Collaborate with the Product Development team to enhance the system.

### **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 full-stack developer skills:
  - Linux
  - Python
  - Django
  - jQuery & Bootstrap
  - HTML
  - CSS
  - SQL
- Strong verbal and written communication skills
- Strong organizational and analytical skills
- Ability to focus and complete tickets in a timely manner

### **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:** January 14, 2022