

## **Graduate Support Technician/Java Web Developer – FinTech IT Software Company**

### **About Us!**

EValue is a young, fast paced, growing FinTech company and the leading UK provider of financial planning and advice technology.

Working with over 80% of large financial institutions in the UK, EValue's white labelled solutions were used by approximately 200,000 consumers and financial advisers in 2017.

We have 70 talented integrated specialists, working across offices in Newbury and London

### **The benefits of joining our exciting team**

As well as offering fantastic opportunities for career progression, you will be joining a friendly and relaxed working environment where you will be continuously supported and encouraged to reach your full potential. We have an open culture where you are encouraged to find and fix problems and not to pass them on to some other team. We're a great environment for makers and builders.

Sound like you?

We have fantastic benefits, including

- 25 days annual leave, bank holidays, one extra 'company day' for Christmas plus the option to buy a further five days annual leave
- Generous company pension scheme – up to 10% employer contribution
- Bonus
- Private medical
- Long term disability and Life Insurance
- Study support policy
- Free parking
- A huge range of free hot and cold drinks
- Excellent fully funded company events
- Monthly osteopath sessions
- Monthly car valeting
- Company football team and Table Tennis team
- Quarterly Poker nights with pizza!
- The opportunity to support local charities through fundraising events organised throughout the year

## **The job!**

We are on the lookout for a highly motivated Graduate Support Technician/ Java web developer within the EValue Support team. The job offers the opportunity to be responsible for the ongoing support and maintenance of EValue's market-leading stochastic modelling solutions to the financial services industry. There will also be opportunities to further your career with on the Job Software development training and the opportunity to move into a more Development orientated role for the right candidate.

We have open security and collective ownership - you don't ask someone to fix something, you fix it yourself where possible. You have access to see how stuff works and play with it.

We are lean and agile in the lower case sense. Technical decisions are usually delegated, and meetings are kept to a minimum. You get requirements and responsibility for figuring out how to implement them.

We believe in achievers getting recognized and this is reflected in flexibility being offered with hours and our fantastic bonus system. In fact, we have such a great approach to the employee experience we are one of the shortlisted companies for the Employee Experience Awards!

## **What you will be doing**

As part of the Support team, you will be responsible for engaging with external clients via email and telephone, managing incidents and service requests through to resolution. You will carry out first line investigation and diagnosis of reported incidents, engaging with specialist resolver teams where necessary, and ensure that responses to clients are delivered within agreed SLAs

As one of the support technicians within the EValue development team, will be responsible for the support and maintenance of EValue's web applications, both frontend and backend, mostly using Java and SQL.

You will be working hand in hand with senior members of the Support team, Development team, Web designers, Business Analysts and Actuarial testers to support, develop and deploy EValue products.

You will be expected to work with the team to deliver high quality, robust solutions on schedule.

## **Required Knowledge and Experience**

- Some understanding of Java, and OO programming principles, such as when to use an interface versus an abstract class
- All of our applications are web based, so we're looking for someone with experience of the web layer, e.g. html, css, java script. If you have projects that you've worked on, we'd love to see it.
- Our production MySQL instance has storage in the hundreds of gigabytes. We aren't looking for a SQL expert, but we do need someone capable of writing queries, using joins, and other CRUD operations.

## **Desirable Experience**

- It's great if you've done support before and have some experience of ITIL
- We move quickly, so fast learners and analytic thinkers - whether for processes or technical skills have a huge advantage.

## **Qualifications**

We will consider self-taught programmers/technician with sufficient documented experience, but generally we are looking a technical degree or similar qualification such as Software Engineering, Computer science, IT and Networking or similar.

**If you want to be part of a business that is looking to shape the future of financial services, contact us today!**