



# Junior Developer

## Job Spec

## About Draw

We're a digital agency that believes in making things better.

We help fans around the world explore their love of music. We help lawyers in London beat news outlets to the punch. We help consultants in New York find the next generation of game changers. We help charities in Africa better communicate how they're saving children from disease.

Everything we do - from building websites to enhancing customer relationships - is driven by a rigorous strategic approach based on our client's core business goals. We focus on outcomes, not outputs.

## The role

We are keen to begin expansion of our development capability and are looking for talented technologists to join us. We welcome applications from all levels, but are particularly keen to hear from those looking to further some basic skills in web development or move from IT help desk roles to join us as a First Line Support Engineer.

This role will cover all areas of both Development and Operations and forms a crucial line of communications direct with our clients and between different parts of the agency. Although there will be layers of support and escalation, this role will ultimately report to the Technical Director, Dean Faulkner.

## Responsibilities

As a 1st line support engineer you will be responsible for:

- The receiving and logging of support calls from clients
- Responding to support issues raised through our support portal
- Investigation, triage, escalation and resolution of issues
- Testing and verification of resolutions
- Creation of support documentation
- Developing solutions internally to enhance the quality and efficiency of our support offering
- Developing solutions as part of a wider team for our clients projects.

## Experience

The successful candidate would have some demonstrable experience with some of the following:

- HTML & CSS
- Javascript
- Backend Development Technologies (PHP, C#, Ruby, Python)
- Windows Server 2008+
- Unix server administration
- Setup and administration of CMS products (Wordpress, Umbraco, Drupal, etc.)

## Attributes

**Impeccable communication** is key to this role in both written and verbal context. The successful candidate will need to be able to convey complex instructions to our clients over the telephone and via written form.

**Keep calm and carry on mentality** - there may be instances where you receive many requests in short periods of time, the successful candidate will be able to remain calm during busy periods.

**Passion** for technology and a desire to learn about and create great technical solutions for our clients.

**Pragmatic and logical** problem solving skills that allow you to tackle a challenge in a methodical way.

**A radiator, not a drain** - You need to transmit enthusiasm, confidence and energy to the team around you and clients. It will buoy the team on a grey day, and ensure our clients never forget our enthusiasm for helping drive their success.

**Sense of humour** - Yes please.

## Our values and culture

We're serious about ensuring that Draw is both an enjoyable and rewarding place to work. Here are some of the things that are important to us:

**Make things better** - This is the overarching value of the agency. Everything we do should revolve around constantly improving everything we touch: our work, our client relationships and the lives of our team. If we're doing something that isn't improving one (or all three) of those things, then it's probably not right for us.

**Time is precious** - All we have is time. Both personally and professionally, it's our most valuable resource. This is why we charge our clients appropriately and respect the time we give to and ask of each other.

**Help this person** - Agency life is all about people and we can improve any situation by better understanding those people and actively helping them.

**All of us know more than any of us** - Our strength is in our collective knowledge, skills and experience. It's what our clients pay for and therefore everyone's input is valuable and should be respected.

**Treat people well** - It seems obvious, but to us, it's important enough to write down.