



JOB DESCRIPTION

Job Title: **Associate Software Engineer / Solutions Engineer**

SUMMARY

The Associate Software Engineer is responsible to design, code, and/or configure solutions for low complexity Agile stories, as well as debugging and resolving low to moderate software bugs or issues.

The Associate Support Engineer will assist the Product Support team in building relationships with the client team by responding to software questions and driving resolution of raised client issues, and assists in understanding the client's products and the use of the software along with gathering and understanding future milestones and Go-To-Market events.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

- ▶ Designs, codes, and/or configures solutions for low complexity Agile stories with close direction from a more senior software engineer.
- ▶ Debugs and resolves low to moderate complexity software bugs or issues, with close direction from more senior software engineers, and finds the real root cause and provides a fix without collateral damage.
- ▶ Writes automated unit and integration-level tests with direction from other team members.
- ▶ Follows development standards and effectively demonstrates technical solutions to other software engineers in code reviews.
- ▶ Performs basic source code management tasks at the direction of more senior software engineers.
- ▶ Performs other related duties and activities as required.
- ▶ Communicates directly with the customer(s) via web meetings and incident tracking workflow with assistance of the Sr. Associate Support Engineer or higher
- ▶ Communicates directly with Customer Service Managers to provide status updates in a timely manner for high priority incidents
- ▶ Qualifies incidents submitted by third-party implementation teams or customers by identifying gaps in the details of incidents and gathering information
- ▶ Sets up environments within Azure test labs to replicate and triage incidents reported submitted by third-party implementation teams or customers
- ▶ Works within DCOD environments to replicate and triage incidents reported submitted by third-party implementation teams or customers
- ▶ Triage low to moderate complexity incidents with close direction from Sr. Associate Support Engineer or higher
- ▶ Leverages Duck Creek utilities such as Trace Monitor, ExampleUtil, data copy tools, etc to triage reported incidents



- ▶ Leverages third-party utilities such as Visual Studio, HTTPWatch, Fiddler, SQL Management Studio, etc to triage reported incidents
- ▶ Provides work-a-rounds or solutions to third-party implementation teams or customers based on analysis during the triage process
- ▶ Escalates incidents deemed to be base code defects to the proper Engineering teams
- ▶ Applies SQL or XML scripts in DCOD environments to align data
- ▶ Identifies trends and patterns of reported data fix requests
- ▶ Identifies ways to automate processes regarding data fix requests or develop utilities to assist in the triaging process
- ▶ Attends sprint reviews and supports targeted training
- ▶ Serves as on-call Support Engineer for after-hours emergencies as needed to triage Severity Level 1 incidents
- ▶ Analyzes and assesses upgrade impact based on release notes and code changes for new release features.
- ▶ Performs other related duties and activities as required

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

QUALIFICATIONS/REQUIREMENTS

Education and Work Experience:

- ▶ Bachelor's degree, or higher education level, or its foreign equivalent, in Computer Science, Computer Information Sciences, and/or related field; related work experience can be substituted for educational requirement.

Specialized Knowledge, Skills, and/or Abilities:

- ▶ Understanding in Object-oriented design, Java or .NET development, Relational OLTP queries and Relational database design
- ▶ Capable of XML/XSLT document design, JavaScript development, HTML5 & CSS
- ▶ Understanding in Duck Creek Policy **or** Billing **or** Claims **or** Engagement (AP) **or** Data Insights
- ▶ Ability to manage to deadlines, communicate in a team, and operate independently with guidance
- ▶ Understands how to estimate, the Software Product Development Lifecycle with Agile methodology
- ▶ Demonstrates proficiency in the following competencies:
 - Applicable DCU boot camp assessment score
 - Replication/qualification of reported cases



- Salesforce workflow
- Azure Test Labs or equivalent VM knowledge
- ▶ Demonstrates awareness in the following competencies:
 - .NET and C# (or similar language)
 - Ability to operate independently with minimal guidance in focus area
 - After hours call service expertise/triage
 - Analytical ability
 - Communicate with support personnel
 - Creating training modules in area of focus for team members
 - Duck Creek triaging tools knowledge
 - Extensible Markup Language (XML)
 - Full Suite installation
 - Installation troubleshooting knowledge
 - Insurance domain knowledge
 - Internet Information Services (IIS)
 - Knowledge-based contributor
 - Product Installation in supporting area
 - Salesforce case organization and management
 - Structured Query Language (SQL)
 - TeamTrack Workflow and submission (if applicable)
 - TFS Workflow and submission (if applicable)
 - Azure Dev Ops Workflow and submission (if applicable)
 - PowerShell, Regression Runner and Selenium based automation tools
 - Understanding new feature release details
 - Visual Studio or similar IDE
 - Frontend technologies like HTML, CSS, Skins, Javascript, JQuery etc
 - Continuous integration practices.

Other Requirements:

- ▶ **Travel:** 0-10%
- ▶ **Work Authorization:** Legally authorized to work in the country of the job location.
- ▶ **Physical:** *Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met*

JOB PROFILE DETAILS

Job Profile Name:	Analyst
Job Family:	Software Development