Job Title:	Software Engineer Pro1 – Pro4
FLSA Status:	Non-Exempt (Wages paid on a salary basis)
Office:	Corporate
Department:	Systems Development
Reports to:	Programming Manager

Summary

This job description is a guideline. It is not designed to cover or contain a listing of all activities, duties or responsibilities that are required of the employee. The job duties may change or may evolve over time.

Individual works with management and team members to enhance and maintain Skyward products. Individual designs and formulates appropriate solutions to meet Programming deliverables. Individual's workload includes researching, architecting, gathering requirements, designing, documenting, and modifying software throughout the complete development life cycle.

Individual continuously and consistently evaluates work and determines if further steps are needed to meet/exceed department and customer expectations.

Individual will provide professional and superior software development, customer support, product implementation, and product consulting to ensure the highest level of customer satisfaction, retention, and growth.

Individual is professional and projects an energetic attitude. Individual is dependable and possesses strong organizational, reasoning, and problem-solving skills with excellent follow through.

Individual will utilize active listening, professional verbal and written communication skills and demonstrate professional and courteous telephone and in-person etiquette.

I.   **Essential Duties and Responsibilities**

   Level 1: Associate Software Engineer
   - Conform to Skyward's Software Development Life Cycle
   - Thorough understanding of language(s) being used for development of applications
   - Thorough understanding of the Source Control Management System used
   - The ability to work in and contribute to a true team environment
   - Demonstrates an extremely high level of accuracy and attention to detail
   - Strong analytical and problem-solving capabilities
   - Follow company standards for software development

   Level 2: Software Engineer (all the items in Level 1 and the following):
   - Actively participate in refining meetings, providing input on how to complete projects
   - Must be able to understand and analyze project requirements and translate into specifications and programming deliverables
   - Ability to break down, estimate, and provide design solutions for small increments of work
   - Understand the development environment and customer environment
   - Provide Tier 3 support to Customer Service Dept. and 3rd party vendors

Level 3: Senior Software Engineer (all the items in Level 2 and the following):

- Lead project discussions in refinings
- Identify/prevent performance issues ahead of time and able to resolve most performance issues caused by indexes, memory management, or other causes
- Provide implementation guidance and product training
- Ability to explain technical solutions to non-technical stakeholders, including customers
- Actively research and resolve issues that have been assigned or requested to review
- Independently gather information, evaluate causes and possible solutions, and communicate the selected solution.
- Perform code reviews
- Possess a thorough understanding of the product from both a functional and technical perspective.

Level 4: Lead Software Engineer (all the items in Level 3 and the following):

- Lead large-scale project discussions to break down work into manageable increments
- Responsible for keeping abreast of new technology and ensuring that it is implemented as and when it is necessary
- Work directly with Product Owners and stakeholders to identify technical and business requirements and design a solution
- Help others on the team to improve their quality and program design/maintainability to improve code review results
- Identify design flaws in projects before they are released, decreasing the frequency and urgency of new defect projects and service calls
- Proactively provide feedback and direction to Product Owners when new business requirements will conflict with existing requirements or technical feasibility
- Assist with designing and developing enhanced capabilities across the product suites
- Act as a positive role model to others on team, to other teams, and with other departments

Productivity

- Demonstrate increasing productivity over time, as documented primarily but not solely by records in internal systems showing engagement in software development, customer support, internal training, and other appropriate activities, to coincide with time entries in internal system.

Internal Systems

- Utilize internal systems proficiently.

Additional Assigned Duties for Professional Level 3 and 4 Developers

- Assist with a sales presentation and/or proposals as needed
- Mentor new Software Engineers
- Maintain/develop training and quality assurance testing data

Additional Assigned Duties

- Other Duties assigned by manager.

II. **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Must be extremely creative, self-motivated, analytical, and possess excellent persuasive writing skills. (Copy writing, business writing, oral communication skills, design, and personal computer skills are necessary). Must have the ability to effectively work with various levels of Skyward, Inc. personnel as well as current and potential Skyward, Inc.

customers.

III.   Software/Computing Skills
Proficiency in Microsoft Office including Excel, Word, and PowerPoint and general PC applications required. Keyboarding skills and ability to efficiently operate personal computer and basic office equipment. Familiarity with designated software packages and administrative procedures and processes.

IV.   Mathematical Skills
Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

V.   Reasoning Ability
Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with job-related problems involving several concrete variables in standardized situations.

VI.   Certificates, Licenses, Registrations
Must possess a valid driver's license and be insurable.

VII.   Other Skills and Abilities
Must have interpersonal and organizational skills.

Hours of Work
Normal hours of work are from 8:00 a.m. to 5:00 p.m. Monday through Friday unless otherwise specified by supervisor.

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
A four year or two year degree or applicable experience preferred. Must possess excellent interpersonal and communication skills.

Physical Demands
While performing the duties of this job, the employee is regularly required to sit in one area for long periods of time. The employee is required to use hands to finger, handle, or feel objects, tools, or controls and talks and hears. The employee is required to walk; reach with arms and hands. The employee must lift and/or move up to 40 pounds. Specific vision requirements include close vision.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. Subject to frequent interruptions, therefore ability to multi-task is needed.

At Will
This position is "at will". Either the employer or the employee may end the work relationship at any time for any reason, as long as the reason is not an unlawful one.