**Implementation & Web Developer - Third Party Systems & Tools**

LOCATION: Charlotte, NC

This position will part of a team responsible for implementing software into Bank of America websites and digital properties that collects detailed data on website and mobile downloadable application visitor usage, interaction, and experience as well as other third-party tools and systems.

The ideal candidate will have a mix of excellent interpersonal communication and web development skills (especially the ability to explain technical concepts to non-technical audiences). Strong business acumen (business analysis, requirements gathering, and documentation experience) and recent, hands on web development experience utilizing client-side technology and programming languages (JavaScript (not only jQuery), HTML, and CSS) are important. Building on that development experience, the ideal candidate will also have familiarity with working side-by-side with software development teams executing in an agile framework. A thorough understanding the development release process, QA testing, and agile methodologies are key. Technical training and usability evaluation skills are a plus.

**Day to day duties include:**

**Business Analysis:** Working with business partners to define implementation requirements for data collection and other required third party tools and systems. This involves analyzing proposed web page designs, understanding business needs, and mapping out a technical solution that provides the business with the data needed to make critical decisions, optimize experiences, and drive value in the digital channel. Candidate must be able to explain somewhat complex and abstract technical ideas to non-technical audiences while deriving the requirements.

**Requirements Definition:** Map business reporting and analytics requirements to standardized analytics data collection rules and document those requirements as technical specifications to be handed off to a software development team for code development (in JavaScript.) This can include writing JavaScript as examples or to support development teams in the implementation process.

**Software Development Support:** Support software development teams in the implementation of third party systems & tools, including data collection, which can include troubleshooting JavaScript code and external library issues as well as other implementation issues. The candidate will gain a strong understanding of how software development teams operate in the different development environments, including code promotion and migration process, and how data is passed from server-side to client-side and vice versa.

**QA Testing:** Test third party software implementations (analytics tagging, library changes, web page element interactions, etc.) to ensure the data outlined in the specifications is being captured correctly. Supply expertise to development teams for defect resolution prior to and after production release.

Additional duties include:

* Develop and maintain technical documentation
* Research and process support requests from that may be related to data collection, JavaScript libraries, or other third party/vendor issues
* Train development teams and business partners in the fundamentals of data collection, web analytics, and other third party systems and tools

**Technical Skills**

* The ability to write clean, concise JavaScript (read, write, debug from scratch - not only jQuery or other wrapper/framework library) including client/server functionality (AJAX/JSON). Note: This is not a full time coding position, but you will be required to write code occasionally and debug code on a regular basis.
* Strong understanding of Internet architecture (HTTP, Cookies, Browser Interaction, Document Object Model Interaction)
* Extensive experience in writing standards compliant HTML/CSS (read, write, debug).
* Ability to design, execute, and automate test plans

Important to Have Skills

* Knowledge/understanding of content management systems
* Microsoft Office, with above-average Excel skills
* Writing and documentation skills
* Experience with agile development methodologies
* Exposure to web analytics & reporting (Google Analytics, Adobe, Coremetrics/IBM Digital Analytics)
* Understanding of reporting tools
* Basic familiarity with relational databases and SQL querying

Added Bonus Skills:

* Technical training
* Web usability
* Basic network architecture (TCP/IP, Firewalls)
* Server-side programming experience (PHP, Python, Ruby, Perl, .NET, Java/J2EE)
* Enterprise server environments and architecture (distributed data centers, load balancers, etc.)
* Familiarity with big data environments and concepts

Required Behavioral Skill Set

To be successful, the candidate should demonstrate the following characteristics:

**Excellent Time Management / Multi-tasking Skills** – must be able to handle a full load of projects, troubleshooting and support tasks and deliver work consistently on time within project timeline constraints.

**Self-Directed** – expected to research the work that needs to be done, prioritize daily work and meet deadlines without constant oversight of supervisor. Driven to constantly learn and take the first attempt at solving an issue before turning to others for help (where feasible).

**Adaptability/Flexibility** – can adapt to frequent schedule changes, project scope and timetable changes and changes in overall direction in a complex operational environment.

**Relationship builder** – a strong ability to build and maintain excellent working relationships with both business and technical partners and understand that fostering those relationships are the key to the team’s success.

**Internally Motivated** – have an “I can do that!” attitude in wide-variety of tasks, both interesting and mundane. This means that the source of motivation is not always a specific task, but a focus on delivering as part of a larger team or effort.

**Enthusiasm/Passion** – candidate is enthusiastic about, and has a passion for, the digital space and is able to articulate the importance of what they do to others.

**Communication Skills** – Be able to explain a concept to a non-technical business partner and take that same concept and explain it in technical terms to a software developer.