JOB DESCRIPTION
Software Solution Executive

onwave

Company Background

Onwave are a digital technology services business focused on delivering services into the construction and infrastructure market. Onwave provides a unique and affordable blend of business solutions ranging from connectivity through to software applications. Our unique solutions allow Onwave to collaborate and work with Blue Chip Customers within the UK and wider global market.

Objective of Role

- As part of the launch of our new SaaS product, aimed at delivering productivity and safety to key workers, we are looking for a Software Solution Executive to join our rapidly growing team.
- Provide initial point of contact for customers with technical enquiries regarding Onwave software platform OWL
- Conversion of customer challenges into software development tasks
- Assist in the delivery of support services around the software product, technical manuals, training documentation.
- Support the Sales function with the successful role out and support of a SaaS application
- Support the testing and verification of SaaS applications to ensure operability, functionality, and performance.

Main Duties

- Testing and Verification of mobile and SaaS applications prior to roll out to customers
- Development of test scripts aligned to feature requests
- Interest in working under agile development methodology
- Managing and reporting on bug fixes and working with 3rd Party developers
- Creating User stories/ Epics/ Feature requests associated with SaaS application development
- Creation of wireframes for development ideas
- Dealing with incoming customer enquiries of a technical nature ideally to resolution
- Collate and manage sprint cycles and product upgrades

Experience and Abilities

1. Degree or similar in systems or process engineering, IT or development field or electronics.
2. Willingness to work in a high paced business able to respond well to pressure.
3. Excellent communication and collaboration skills.
4. Be organised and methodical, pro-active, and able to take the initiative.
5. Ability to interact well with customers as technical point of contract.
6. Positive can-do attitude with willingness to learn.
7. Ability to demonstrate problem solving skills.
8. Be well presented with a professional manner.
9. Familiarity with Code or programming languages such as Python, .Net etc would be beneficial but not essential.
10. Experience of Agile methodology would be beneficial but not essential
11. Knowledge of SQL based systems would also be beneficial