



Job Title:	Developer – Front Office Core and Escalations teams
Job Grade:	E
Department:	GPD UK Development
Business Area:	Global Product Development
Location	Clapham Common – Old Town

About the Company

Experian QAS is a wholly owned subsidiary of Experian, a leading global information service company that provides data and analytical tools to clients around the world. The Group helps businesses to manage credit risk, preventing fraud, target marketing offers and automate decision making. Experian employs around 15,500 people in 38 countries, supporting clients in more than 65 countries.

Experian QAS is a great British success story. Founded in 1990, Experian QAS has UK offices in London and now operate out of seven countries and have growing presence in the US, Australasia and Europe and employs over 500 staff globally. Experian QAS is a £60 million pound turnover business with over 10,000 customers globally who seek our support to advance their data quality and to increase revenue, improve communications and reduce costs in a wide range of industry sectors including retail, telcos and utilities, public sector, and finance. Our customers include Comic Relief, Chelsea Football Club, Debenhams, Manchester City Council, DVLA, Fitness First, NHS Scotland and Surrey Police.

Experian QAS specialise in assisting customers with their unique data quality challenges. We provide comprehensive solutions and services for data quality projects combining our market leading software with a vast scope of reference data assets and services. Our mission is to put our customers in a position to make the right decisions from accurate and reliable data. The size and scope of data management projects varies considerably but the common factor in all initiatives is that they are the key to unlocking operational efficiency and improving customer engagement.

At Experian QAS there are real opportunities for committed individuals to shine. We encourage everyone to play a part in growing the company, and expect our staff to challenge the way we do things and put forward new ideas and suggestions. Our Core Values represent the qualities that we live and work by and support our unique company culture which we have worked hard to attain. At Experian QAS we invest a lot of time and money to ensure that staff have fun, build friendships and enjoy coming to work.

For more company information please see www.qas.co.uk



The Department

Within QAS Global Product Development (GPD), the UK Development department plays a central role in the design and implementation of the software products sold by Experian QAS around the globe.

We focus on the development of data quality software, both delivered across the internet and installed on customers' own systems. Our expertise includes specialist database and search technology, and providing the interfaces that customers interact with, including web front-ends and APIs.

A key part of our work is ensuring that our solutions enable customers to seamlessly achieve their objectives. This involves a real focus on the user experience and how the information presented in our products and accompanying documentation assists end users.

Job Summary

In this role, your time will be split between investigation and resolution of support issues escalated to Product Development by Experian QAS technical departments and Scrum team activities for the Front Office Core team.

The escalations are usually on behalf of a customer. This provides the opportunity to gain first-hand experience of our entire product range on a wide variety of platforms, understand client needs and work with colleagues in a global environment.

The Front Office Core team is responsible for the development and maintenance of several well-established data quality products, with a particular focus on interactive address capture.

As a Scrum team we work very closely together, are self-organising and strive to be cross-functional, with all team members able to work together on any user story, so excellent communication skills and the ability to learn quickly are essential.

Everyone on the team gets involved in exploring business needs, sprint planning and delivering demos during sprint reviews, so we need someone who can analyse problems, plan possible solutions and who is not afraid to speak their mind.

Key Responsibilities

Escalations

- Investigate and where possible resolve product escalations, logging them in our defect tracking system when you confirm the presence of a fault

- Liaise with more experienced developers as necessary to obtain information and guidance on a particular issue
- Keep colleagues updated on your progress with each escalation, providing a clear explanation of the reason for the issue and any potential workaround/solution
- Should an emergency fix be required, plan and implement this in consultation with technical and commercial colleagues, obtaining the required approvals
- Respond to ad-hoc queries from colleagues submitted via the GPD Helpdesk
- Work with colleagues in Scrum teams to gain knowledge of new product features and produce updates to product installation routines.

Front Office Core

- Complete development or other priority tasks from the team's sprint backlog efficiently, to a high standard and in accordance with our Definition of Done
- Work closely with other team members at all times, communicating clearly, contributing to daily scrums and ensuring that task status is kept up to date on the TFS board
- Build a good understanding of the team's products and of user stories on the product backlog to enable effective participation in backlog grooming and sprint planning
- Contribute to the continued evolution of a self-organising, cross-functional team in which all team members collaboratively work on the highest priority user stories
- Work with other team members to prepare for and deliver demos during sprint reviews
- Actively seek to understand customers' needs through regular direct contact with customers and networking with members of customer-facing parts of the business
- Contribute to internal and external documentation for work undertaken as necessary.

Skill set of the candidate

- Are of graduate calibre (minimum 2:1 degree in a relevant subject) or equivalent qualifications



- Have 22 points at A-level/AS level or equivalent qualifications
- Proven C and/or C++ programming experience (C# desirable)
- Demonstrable analytical and problem-solving abilities, coupled with an enquiring mind and the ability to learn quickly
- Ability and willingness to get involved in all aspects of delivery (not just coding)
- Well-developed oral and written communication skills
- Keen attention to detail
- Interested in understanding and improving existing codebase
- Excellent understanding of coding methods and best practices, including pair programming
- Knowledge and appreciation of agile development methodologies and techniques
- Strong understanding of testing techniques, automated testing and the value of a test-first approach to deliver a high quality solution that meets client needs
- Experience using source control and defect tracking tools
- Flexible and adaptable to learn and understand new technologies
- Highly self-motivated and directed: able to work under pressure and to deadlines
- Must be a programming enthusiast and enjoy working in a friendly, fast-paced team environment.

The following skills may also be an advantage:

- UNIX knowledge
- Experience with testing tools such as SpecFlow.

Employee Benefits:

- 25 days holiday with a maximum of 28 days after 10 years' service.
- Pension Scheme – Experian QAS contribute
 - 7% based on an employee's contribution of 3% basic salary.
 - 8% based on employee contribution of 4% of basic salary.
 - 10% based on an employee contribution of 5% of basic salary.
- Private Medical Insurance.
- Death in Service Benefit.
- Childcare Vouchers.
- Season ticket loans.
- A free lunch once a week at a local restaurant.
- An invitation to Experian QAS' Christmas ball.