

Job Description – Developer

Purpose of this position

The Developer will be responsible for website development of a high standard according to designs our clients have approved and with clean, up-to-date, efficient methods, and support to others on the team for website production, launch and support. From time to time, the Developer may be required to offer clients technical support and training.

Reporting to

Creative & Technical Director

Responsibilities and duties

Responsibility 1 – Development of websites

Front end development of custom-built, Divi and other theme-based WordPress websites, in particular:

- Front end development using current standard methods and languages, including HTML5, CSS3, JQuery / Javascript.
- PHP back-end development (typically WordPress) as required and/or liaison with specialist back end developers
- Thorough and accurate logging of bugs and resolving them
- Liaison with clients about particular site features/functions as needed
- Delivering to agreed deadlines with a high degree of quality.

Responsibility 2 – Production of websites

Working with and supporting producers to take a built website through to final completion, including:

- Troubleshooting issues with plugins, templates, themes and code
- Page/post setup
- Setting up pages such that they can be copied in a way that reduces duplicative work when changes are required
- Import of data such as products, posts, etc
- Content entry and appropriate image optimisation and resizing
- Delivering to agreed deadlines with a high degree of quality and attention to detail

Responsibility 3 – Launch of websites

Assistance to the Developer & Technical Coordinator for the smooth launch of completed websites as per our launch process, including:

- Pre-launch testing of websites to ensure that sites are not launched with bugs as far as is practical
 - Client communications around launch timing and implications, as required
 - Transfer of site files and databases to a live server
 - Domain pointing, DNS configuration to avoid disruption to email or
 - post launch testing
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- and SEO-related activities such as submission of sites to Google Search Console
- set up Google Analytics with conversion tracking.

Responsibility 4 – Website & server support

Assistance to the Developer & Technical Coordinator with ongoing webmaster activities for sites we host, and other client sites which we are paid to maintain, including:

- Software (core CMS and plugin) updates
- Testing & issue resolution in website CMS, plugins, hosting, email, DNS and domains
- Prevention and resolution of server issues
- Recommend and implement changes to hosting, server and development environment setup
- Prevention and resolution of security issues with client websites e.g. installation of security measures or cleaning hacked sites
- Site audit and resolution of health issues relating to our SEO activities
- Providing friendly, responsive and professional technical support directly to clients in relation to their emails and website administration
- Set up of GSuite for clients
- Transferring of hosting/domains/email from other providers with minimal disruption to websites and email

Responsibility 5 – Procedure / service improvement

Follow existing procedures and contribute to the improvement of these and establishment of new ones in collaboration with the Directors and team, to improve knowledge capture, efficiency and client satisfaction.

Responsibility 6 – Client-facing technical support

Respond to requests for technical support from clients in a professional, friendly and timely fashion. Estimation, drafting quotes for updates where needed, and communication with clients around these to undertake tasks. Logging of time and communication with administrative team members to ensure that maintenance work done is billed.

Qualifications

- An undergraduate degree in computer engineering or similar.

Skills and characteristics

- Demonstrable experience in **building and managing WordPress websites**, including front end development, back end development, plugin installation/configuration, content entry, software updates and testing.
- Experience and proficiency with web development programming languages such as PHP, MySQL, HTML5, CSS3, Sass, Javascript/JQuery
- Demonstrable experience as a **trouble-shooter** who can work independently, including email trouble-shooting on a wide variety of platforms and devices.
- Demonstrable experience with the **set up/configuration/transfers of web hosting**, domains, DNS records and email. Experience and proficiency in configuring cPanel settings
- Experience with providing **technical support** to others in a friendly, easy to understand way.
- Familiarity with using Google Apps/Gmail/Drive/Sheets and Microsoft Office 365.
- **Positive attitude** towards fellow team members, clients and company

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- A willingness to try new or different techniques, technologies and practices, and to contribute to the betterment of how we work.
 - An **honest person of integrity** to whom we can safely entrust our clients' data, intellectual property, private business information.
 - **Professional and friendly manner**, in person and in writing, with our team, clients and local/remote contractors.
 - Ability to **take direction** from the Directors and other team members with receptiveness and professionalism.
 - **Attention to detail**, especially with regard to design execution and with a thorough, methodical approach to your work.

Relationships

Details of relationships relevant to this role:

- Creative & Technical Director: This position will report to the Creative & Technical Director, with ongoing support and supervision.
- Design & Production Director: This position will be supported and guided by the Design & Production Director, with ongoing support and supervision.
- Developer & Technical Coordinator: This position will work closely with the Developer & Technical Coordinator to ensure the smooth launch of completed websites and efficient ongoing website management/maintenance.
- Project Coordinator: This position will liaise with the Coordinator of individual website projects to ensure timely completion of development, production and launch.
- Developers: This position will liaise with other front end / back end developers during website development and maintenance, including in-house, local and remote contractors.
- Digital Marketers: This position will liaise with SEOs and Digital Marketers to implement landing pages, analytics / tracking code and improvements for search performance.
- Producers: This position will liaise with our producers who focus on working with content and site testing.
- Administrator: This position will liaise with the Administrator as required, relating to any new website maintenance jobs that require scheduling and any troubleshooting that may or may not require billing to the client.
- Clients: This position will communicate with clients by phone, email and in person as required.
- Suppliers: This position will liaise with third party suppliers of the company or our clients, such as plugin developers, server providers, software developers, other agencies, hosts and domain registrars.