



burrows

## APPLICATIONS SUPPORT TECHNICIAN

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**Highly competitive salary + paid overtime + benefits**

**Provide technological support for our cutting edge web applications**

With a client list that includes household names and prestigious brands, our digital department is a major force behind our continued growth. It's a fun and friendly environment with a highly dedicated and professional edge.

You'll look after a variety of applications, supported by our development team who create data-centric web applications, the majority of which are hosted in the cloud. With experience in a similar role, and a solid understanding of applications development and complex datasets, you'll be an enthusiastic problem solver with a passion for technology.

Although not essential, you will also be offered full training as a producer, working on a variety of CGI and non CGI assets.

### **Why Burrows?**

We're one of the UK's leading creative marketing companies, an integral part of the Y&R/ Wunderman worldwide partnership and a WPP Company.

As an accredited Investor in People Company, we believe in promoting the professional and personal development of our people. We offer highly competitive salaries and a generous benefits package, which includes private health insurance.

Due to the nature of this role, you will be required to work shifts which are 8am to 4:30pm and 9:30am to 6pm Monday to Friday. You will also be required to work some Public Holidays (you will receive a day in lieu). Sometimes you may be required to do overtime, which will be paid.

You'll be working at our head office, a two-minute walk from Shenfield railway station, with direct trains from Southend, Chelmsford and London Liverpool street (less than 30 minutes away). If you're currently travelling into London, avoid the crowds, avoid the tube lines and shorten your journey, or from London, travel in the opposite direction to the masses!

To apply, please forward your CV with a covering letter, noting your current remuneration package to:

**Human Resources, Burrows, The Burrows Building,  
5 Rayleigh Road, Shenfield, Brentwood, Essex CM13 1AB.  
Tel: 01277 246666 Fax: 01277 246778.  
email: [burrows.careers@burrows.yr.com](mailto:burrows.careers@burrows.yr.com)  
web: [www.burrows.info](http://www.burrows.info)**



## JOB DESCRIPTION

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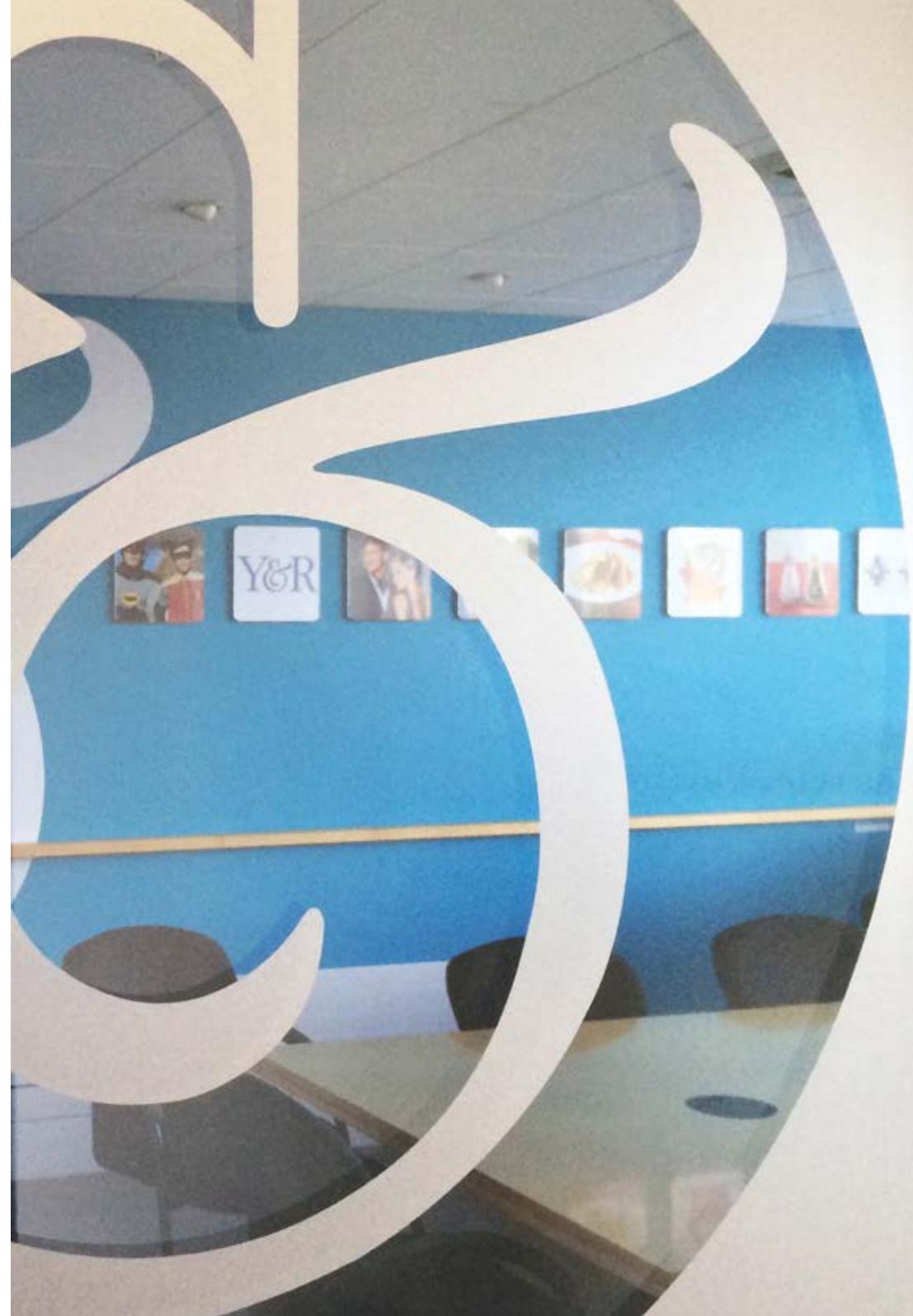
Provide excellent support for data-centric web applications, hosted on the cloud. Perform other tasks related to projects such as data loading, image manipulation, etc. Constantly strive to adhere to sound development practices as well as proactively support various initiatives in the team to improve application design and maintainability for our client offering.

### Key Responsibilities

- Support web based applications (mainly written in HTML5, Asp.Net / C#)
- Be able to analyse data, mainly held within a SQL database, XML documents and bespoke applications
- Work to agreed Service Level Agreements
- Assist with testing enterprise systems and other applications
- Ensure all issues are logged correctly using the appropriate tools
- Contribute to departmental learning within the team environment
- Use lateral thinking and investigative techniques to solve technological challenges
- Be able to identify improvements to systems and potentially help to manage delivery
- Work with resource management to ensure priority issues are resolved in accordance with Service Level Agreements
- Provide regular reports to clients and internal staff

### Other

The successful candidate will also be required to carry out any reasonable duties identified by their line manager or team leader as well as a duty to positively represent Burrows to our customers and suppliers. There will also be the need to comply with our ISO standards and fully participate in our company's performance management and development programmes, as well as working in accordance to our Human Resource policies and procedures.





## SPEC & COMPETENCIES

	ESSENTIAL	DESIRABLE
PERSONAL ATTRIBUTES	<p>Proactive, with excellent problem solving skills</p> <p>Excellent verbal and written skills – a clear communicator</p> <p>Ability to relay information in a clear and precise manner</p> <p>Process driven, with a keen eye for detail</p> <p>Customer focused approach</p> <p>Excellent organisational and time management skills</p> <p>Team player</p> <p>Flexible attitude towards work, able to adapt to changing deadlines and requirements</p>	
EXPERIENCE AND KNOWLEDGE	<p>Experience with complex datasets and relationships</p> <p>Good understanding of application development tools, software and processes</p> <p>Previous experience in a second or third line support role</p> <p>Good Microsoft Office knowledge</p>	<p>Knowledge of Windows Azure / Amazon Web Services (AWS)</p> <p>Networking / Security</p> <p>Experience working in a Multimedia / Agency environment</p> <p>Agile development exposure</p> <p>Debugging SQL / SQL Server (2005/2008)</p> <p>Aspirations to progress career</p> <p>Good understanding of SQL queries</p> <p>Knowledge or interest in a programming language e.g. JavaScript, C#</p>
CIRCUMSTANCES	<p>Able to work overtime as and when required, sometimes at short notice</p> <p>Able to work in a shift-basis with some flexibility</p> <p>Ability to work Public Holidays when requested</p> <p>There may be some travel involved with the role</p>	
INTERESTS	<p>Genuine interest in web application development, software and hardware technology</p> <p>Interest in the automotive industry is a bonus but not essential</p>	