**HWM-Water Ltd**
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United Kingdom

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# Cloud Software Support Engineer

## About Us

HWM is a leading manufacturer of utility monitoring solutions developed to save customers water, energy, time and money.  Our services include the design and manufacture of telemetry equipment, along with installation and data delivery expertise.  We have over 30 years' experience delivering services to the water, wastewater and gas sectors.

## Job Purpose

At HWM we provide customers with the ability to manage their water, gas and electricity networks remotely, by providing remote data acquisition products and services. We design and manufacture products for remote acquisition, transmission by GPRS, IP and radio, aggregation on cloud systems and delivery of data relating to

- Performance of clean/waste water networks monitoring flow, pressure & quality (chlorine pH, temperature etc.)

- Consumption of water, electricity and gas for commercial metering applications.

- Detection of possible leaks in distribution systems and products for precise location of leaks utilising DSP technology.

Due to expansion of our business into new territories and into new sectors such as waste water, environmental and gas monitoring, the position of software engineer is to be created.   The role will be based within the Cloud Software team but will sit between the customer support team and the cloud software development team to provide dedicated support for the support team.  There may also be times when the successful candidate works on the backlog of issues if there is no current support needed, the primary focus of the role is to support the software.

## Role & Responsibilities

- Providing technical support to teams within the organisation, and to external clients when required.

- Keep the knowledge base of known issues up to date.

- Identify and resolve technical issues using C# and SQL Server.

- To contribute to the support and maintenance of database-driven ASP.NET/C# Web applications with specific emphasis on usability, performance and scalability.

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- To agree priorities with the team leader, maintenance of issues lists.

- To follow good practices such as coding standards, code audits, testing and use of standard tools and methods throughout all software development activities.

- To support application field trials and issue resolution, both domestic and overseas. In order to perform this role, occasional international travel may be required.

- To liaise with the product software (embedded/mobile apps) development team to agree issue resolution.

## Skills and Experience (essential)
- Experience with web systems development/support using Microsoft Visual Studio.
- Experience in identifying faults in both C# code and SQL server.
- Ability to explain complex ideas to those with limited IT and systems knowledge.
- Experience in web technologies (Javascript, JQuery, C#, asp.net).
- Application development on Windows platform using C#.
- Proven track record in problem solving with clear thinking.
- Proven experience in dealing with both internal and external stakeholders with conflicting priorities.
- Excellent communication and report writing skills.
- Enjoys working in a fast-paced environment.

## Skills and Experience (desired)
- Experience in design and production of software for data processing, control and automation systems.
- Degree in Software Engineering or Computer Science.

## How to Apply
To apply for this vacancy please send an up to CV, along with a covering letter to hr@hwm-water.com.

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