

## **GREEN ANGEL SYNDICATE**

### **Job Specification**

**Date:** January 2021

**Job Title:** Development and Support Engineer

**Reporting to:** James Heath, CTO

**Working with:** Deal Flow team, Marketing Team, Membership Management team

**Direct reports:** None

**Salary:** £25,000 - £30,000 depending on experience, plus benefits

### **Role Description:**

The Development and Support Engineer is responsible for maintaining and improving IT systems and processes, for helping build them to support future growth, and for supporting our staff members. The role is quite broad, and will change over time.

**Tasks and Objectives:** The principle tasks and objectives are initially these:

- Further customising our Zoho CRM platform to improve functionality and efficiency, through significant Javascript-based coding.
- Building API connections between existing tools and additional platforms such as email management, marketing tools, external partners' systems, invoicing and payments platforms
- General system administration (setting up new users, configuring add ins, fixing GSuite issues etc)
- Internal IT support, and improving digital communication in our team
- Improving existing internal processes through the use of Google Apps scripts/macros
- Reporting and analysing data related to our members, investments and portfolio companies
- Playing an active role in the GAS team, to help guide and improve our decisions relating to service offerings, customer engagement, etc
- Helping define and oversee IT security (including GDPR and data breach policies and responses)
- Managing our code repositories, including secure access and resilience
- Managing Zoom/Slido/etc - our online community tools

### **Working with (internal):**

- CTO, COO and Management team
- Membership Manager
- Marketing team
- Deal Flow team
- CIO for Fund-related applications

**Working with (external):**

- External systems providers (software platforms, service providers, etc)
- Partner companies (for data exchange, etc)

**Reporting/review process:**

- Regular contact with CTO, COO
- Weekly management team meetings
- 3-month probation period review
- Annual reviews

**Skills required:**

- You have some coding experience outside of coursework, either through previous employment, voluntary work or independent study
- You have good communication skills, both written and verbal.
- You are organised, self-motivated and self-directed. (We have always been a fully remote organisation, and we work hard to maintain a fun and supportive culture, despite being physically apart.)
- Adaptability - you are able to take on a new challenge as the business grows
- You are quick to learn new concepts
- You are able to work well with other members of our team, in all roles
- You are comfortable working remotely
- You will be determined to use your skills and background to help GAS and its portfolio companies to fight climate change. Ideally, you have knowledge of and interest in sustainability and climate change.

**Experience:**

- In your application, you will be able to demonstrate your experience in and aptitude for each of the areas in which you'll be operating, through your education, working experience, and/or voluntary activities.
- You have demonstrable experience in supporting IT users and have a proven ability to get things done, ideally having worked in a support or development role in the past
- Experience of some the tools we use (javascript, Zoho, GSuite, Xero) is desirable

**Qualifications:** No specific qualifications are required for this role, although a degree of relevance (i.e. Computer Science, Data Analytics, etc) would be good.

**Training available:** We'll offer you training in the work you'll be asked to do for us (to develop your skills and capabilities).

There will be many opportunities for long-term career growth as GAS continues to scale, and expand its operations.