



Position: Development Engineer

Company: Redwood Technologies

Location: Bracknell, UK

Reporting Relationship: Department Head – Development Engineering

Website: www.redwoodtech.com

Redwood Technologies is a world leader in cloud communications integration and customer engagement technology

With offices in the UK, US, Netherlands, Germany and Japan, our award-winning proprietary cloud services power some of the largest organisations across the globe. Operating in sectors ranging from utilities and travel through to finance and government, our clients include KPN, Rakuten, Sodexo, and the UK's National Health Service (NHS).

Our mission is to enhance the way the world communicates. With our omni-channel cloud contact centre solution, **storm**[®], we enable businesses, customers and colleagues to interact across social media, video, SMS, email, web, web chat, and emerging technologies, such as WebRTC. We connect to hundreds of external systems, including AI, information and logistics systems, to bring information and communications together and deliver the customer experience of tomorrow.

We take pride in our core beliefs of teamwork, quality and agility. Time and again, this ethos has been reflected in our high-quality products and our aptitude for providing quick, responsive solutions to our customers. With a core staff of intelligent and passionate individuals, we are looking for new members to continue upholding our beliefs and to catalyse further successes as we expand on a global scale.

The Development Engineer Role

We are looking for a highly motivated and experienced Development Engineer to join our Development team.

What you'll do:

- Design and develop Redwood's IT services using applicable methods and standards, in order to meet both in-house and customer requirements
- Provide expert support including investigating and solving scaling issues
- Research and evaluate the integration of new technology
- Provide technical input during the tendering phase of projects (this may include man-day estimates of the work entailed)
- Assist in the preparation of Specification documents against customers' Statements of Requirement
- Produce test schedules, and conduct in-house and external testing in accordance with documented Specifications



- Manage the day-to-day activities of software projects by tracking progress and bringing matters to the attention of Project Managers when necessary
- Hold status and technical review meetings with customers, both as documented in any relevant Specification and on an ad-hoc basis when necessary

Who you are

- Someone with strong educational background with a degree (2.1 and above) in an Engineering, Mathematical, Science or IT discipline
- Be proficient in complex programming in C/C++
- Be hard working, ambitious and eager to acquire new skills
- Be well organised with excellent attention to detail
- Be able to produce written work including update notifications to deadlines
- Be prepared to travel to meetings in the UK, and occasionally abroad
- Be able to work effectively within an international, multicultural team

Desirable

- Experience in designing and building scalable, real-time responsive systems
- Experience in developing multithreaded applications
- Knowledge or experience of network and telephony protocols or services
- Experience of developing within a Windows environment
- An excellent telephone manner and the ability to converse with, and retrieve relevant information from, users at all levels of IT literacy and rank

Other Requirements

- Relevant documentation to work in the UK on a permanent basis

Contact Details

Laura Jones

Senior Human Resources Executive

Email: lkj@redwoodtech.com

Telephone: +44 (0) 1344 304 344

Chris Franklin

Department Head - Development

Email: cpf@redwoodtech.com

Telephone: +44 (0) 1344 304 344

