Job Description: Technical Executive

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About sQuidcard

sQuidcard Limited (sQuid) provides cashless payment services. The business was started in 2006, when the venture was created to build an end to end transaction platform for making small value payments. The service launched in 2008.

Most of the Company’s business is providing payment services into schools, colleges and universities, using either smartcards or a finger-print based mechanism to allow a user to spend from their sQuid account, which they have previously topped up with funds (this is normally done online by the parent or the individual). Purchases are typically for lunches and for trips and offers made by the campus/school.

The business is growing quickly, and currently provides services to around 600 schools and universities, and this is expected to double within 18 months. The core sQuid application provides multiple purses, which allows for the delivery of e.g. a catering purse, a free school meals purse, a transit purse, retailer specific loyalty schemes and school/campus programmes. The eMoney application can be integrated with local biometric solutions where a smartcard is not required.

As an ePayment operator, sQuid delivers best value to end-users by working closely with equipment providers and EPOS system integrators, to create mutually value-adding business models that drive penetration in all sectors. The education sector (schools, campuses) is an area of focus, where adoption is generally high.

2015 has been an exciting year for sQuidcard. As we exit 2015, the huge amount of work undertaken across the business is showing rapid growth, with significant developments in our commercial opportunities.

We are now seeking to increase our technical support team and this job description focuses on our requirement for an individual who is looking for a solid grounding in technical solutions. The role would be located in Thames Ditton, Surrey.
Job Title: Junior Technical Executive

Report To: Technical Manager

Purpose

This role is critical to the transparent smooth and efficient performance of the sQuid technical solution and service and encompasses:

- Working closely with the Development team
  - Gain familiarity with the source code management system
  - Gain familiarity with database design principals and naming standards
- Ability to investigate technical related client/customer account problems reported through Customer Service to conclusion. 2nd line support
- Manage testing process and validation of new branch and major host releases
  - Perform Code Drop (Host version/App version) Regression Testing
    - Fully understand code drop/release
    - Perform full regression testing of release
    - Provide feedback and comments to development team
- Assist with out of hours support (new releases, new customers, system alerts)
- Manage real estate of hardware.
  - Build, test, distribute
  - Troubleshoot hardware faults
  - Stock management
  - Gain an understanding of all messages between the host and its geographical estate of terminals and tills
- International analysis and support
- Design, develop and implement bespoke internal and external reports
- Develop and support a business systems’ administration portal
  - Provide training of process and administration portal to sQuid team
- Work closely with Operations Support and Finance:
  - Account corrections
  - Purse update tracking
- Work closely with key technology suppliers
  - Manage the technology, order, distribution and supply of sQuid smartcards
  - Maintain and develop relationship
  - Effectively deal with issues that arise
  - Be the primary point of contact
- Work closely with Technology Partners
  - Understand integration approach and requirements
  - Assist partner with integration, leasing with squid Development team
  - Full regression testing of full partner integrations
- Maintain and update technical and process documentation
The Person

- Recently educated to degree level or similar in suitable technical discipline
- Excellent communications with fluency in English, written and oral
- Ability to communicate effectively with teams and clients
- Disciplined and organised
- Logical thinker
- Team player in a cross functional/cross technology team
- Sales support for presentations, tenders, concept definition
- Analytically minded for problem solving
- Understand project requirements, coordinate and direct the task in the right direction in a timely manner
- Ability to manage change and effectively pass on the information down the line to concerned member of the team

Technical skills

A knowledge of, or basic understanding of

- Different software and operating systems (iOS, android, Linux, windows)
- Server architecture
- Compatibility requirements.
- Android, iOS and Web applications

Remuneration

**Basic salary** will depend upon experience. As a guide this role is envisaged to have an initial salary range of between £18k and £25k per annum, reviewed annually. 24 days per annum holiday.