



Job Title: Software Support Engineer
Department: didg^w^alich Wellness Center

Summary:

The didg^w^alich Wellness Center is seeking a highly motivated Software Support Engineer. This position will be responsible for supporting in-house software systems as well as creating and maintaining the didg^w^alich website and intranet, in addition to other content management systems. This position is considered an entry-level position; recent college graduates or candidates with limited experience are encouraged to apply.

Essential Duties and Responsibilities:

- Develop and maintain web applications.
- Create and maintain system source code.
- Troubleshoot and resolve software system errors and bug fixes
- Interface with users to resolve issues and gather software requirements.
- Create robust documentation of all software enhancements and changes.
- Write SQL queries and develop reports for users and managers.
- Team with others to implements and maintain the content management systems, the organization's website, and intranet site.
- Write user guides and other documentation that clearly defines system functions and features.
- Use Visual Studio or other IDE to design, develop, compile, and test software code.
- Performs other duties as assigned by the IT Director.

Education and Experience:

- Bachelor's degree in Computer Science, Engineering, MIS or any technology related degree.
- A combination of industry experience and education may be substituted for a Bachelor's degree.
- Minimum one year of experience developing web-based applications.
- Experience working with SharePoint desired but not required.
- Experience working in a healthcare environment highly desired but not required.

Required Knowledge, Skills and Abilities:

- Experience with software scripting languages.
- Experience debugging software.
- Ability to organize source code to branch and merge across multiple environments (build, test, staging, production, etc.).
- Ability to design and develop database systems.
- Ability to develop code using object-oriented design/development languages and tools.



- Detail oriented and able to create clear and maintainable documentation for a variety systems and content management solutions.
- Extremely capable communicator who is clear, concise and adapts communication styles to stakeholder needs.
- Knowledgeable of current web development best practices including use of HTML, CSS and JavaScript.
- Exceptional collaboration and problem-solving skills are required.
- Exceptional attention to detail and accuracy of work.
- Ability to accurately estimate efforts and organize work to meet deadlines.
- Must work well with others and contribute to a technology team with varied backgrounds, skills. and experiences.
- Ability to maturely handle sensitive data and comply HIPAA data privacy rules.
- Ability to work in a multi-culture environment, understands the social and cultural context of the patients at the didg^wálič Wellness Center. Understands the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Understands and adheres to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must always conduct self ethically and professionally.
- Must pass extensive criminal background check and pre-employment drug screening.