



ProspectSoft Placements

About Our AWARD Winning Placement Scheme

ProspectSoft is a UK-based Customer Relationship Management (CRM) and eCommerce Software-as-a-Service (SaaS) company. ProspectSoft creates, develops and sells its software services to more than 5,000 SME users in the UK and worldwide. We pride ourselves on our Stock-Aware CRM, as well as providing a suite of eCommerce and eMarketing solutions for small-medium sized businesses.

We know that any business is only as good as its people, which is why we employ the very best placement students so our clients receive the very best service. Each year we invest heavily in recruiting, training and developing our placements. As a result, 51% of our current employees did a placement year at ProspectSoft and our Directors are always reinforcing the importance of our placement team. Our scheme has been noticed on a national scale, and we are proud to announce that in 2018 we were awarded "Best Small to Medium-sized Undergraduate Employer" at RateMyPlacement's NUE Awards; this is an award we have won an incredible 6 times now!



The awards speak for themselves, but there are many other reasons to choose a placement year at PropsectSoft. Our 13-month paid placement provides a chance to learn and develop in a forward-thinking, social and innovative company, thus equipping you with invaluable experiences to take back to University and for your future! Your initial month is packed with training from our internal experts, therefore you are really well prepared before diving into the deep end when entering your job roles!

Working for an SME means you have the opportunity to work directly alongside senior Managers and Directors. This provides opportunities to gain advice and learn skills from experienced staff, making it the perfect environment for a placement student to thrive. Our placements our treated exactly the same as any other permanent member of staff, which creates opportunities to take lead on projects and be given real responsibility. We pride ourselves on being a young, dynamic and sociable team with a customer-centric approach. Our placement scheme is a fundamental way of recruiting, and essential to the continual growth of the company - two previous placements are now Directors!

Deadline: 17th February 2019
Salary: £16,900 (13 months)
Predicted Degree: 2:1 (or above)

Location: Stokenchurch
Start Date: August 2019
Length: 13 months



TECHNICAL SERVICES



The Role

As a Customer Services Technician, you will be getting involved in all areas of the business. Every day will bring a different challenge using a different technology or tool. Customer Services are responsible for many things including being the main point of contact for our existing customers, and will therefore be their first point of call for any technical questions they have. As well as developing your communication skills, you will also be asked to perform scheduled technical tasks such as moving databases and writing and running SQL scripts. Every member of our team is treated as a full-time employee and every role is therefore crucial to the success of the business.

Some of things you'll be doing

- **Customer Communication** – Interaction in many forms such as email, phone calls and instant message to promptly and accurately communicate to customers. Excellent customer service is our goal and this is the most important role of a Customer Services Technician.
- **Database Management** – The maintenance and repair of customer databases mean you will be learning a lot about transactional databases and how to write SQL. You will be asked to employ these skills as part of scheduled work and incoming technical queries.
- **Virtual Machines** – The creation and usage of many different virtual environments used internally and externally using the latest Hyper-V and azure technologies.
- **Software Support** – The support of several products designed and built by us and our partners. You will be using remote connection tools such as TeamViewer to be able to connect with customers and answer technical queries.
- **Team-working** – Working in your immediate team but also with the rest of the departments. You will be asked to help out with a variety of projects from new installations to existing and ongoing project work.

What you'll need

- Excellent time management & organisation skills
- Excellent communication skills (verbal & written)
- Good attention to detail
- Empathetic approach & positive attitude at all times
- Technical aptitude in a wide variety of technologies & software platforms
- Degree in a relevant field

DEVELOPMENT FOR PROSPECTSOFT

The Role

Successful applicants can expect to gain a great deal of experience working through the full development cycle from systems analysis, through writing the code to testing and delivery. You will be working closely with our Head of Development, playing a key role in ensuring the success of the latest updates to the Prospect 365 platform. Other activities often include system configuration and setting up testing or demonstration environments, and assisting with the specification and design of bespoke software developments for customers. On commencing your placement, you will receive nearly six weeks of training in all aspects of our product stack and our development methodologies. During your placement, you will also have access to a full MSDN subscription with a monthly personal allowance of Microsoft Azure credit to play around with for your own pet projects.

As a Development Assistant, the year will be highly software development focused and will involve the use of technologies such as the .NET framework for backend services/APIs and web technologies such as HTML, CSS, JavaScript as well as Vue.js and TypeScript for the client side. Any experience with the above technologies or SQL databases will be advantageous although not essential. As active members of the development team you will work as part of a team following SCRUM and Agile methodologies.

Some of the things you'll be doing

- **Software Development** - Using Vue.js and TypeScript to create components which will be used in our core applications. You will also be creating Azure services and coding backend APIs in C#.
- **Configuring of Continuous Integration** - Taking a set of code you have created and configuring VSTS (Visual Services Team Services) to automatically build and run unit tests upon committing your work.
- **Scrum Team** - Being an active part of one of the Scrum teams within the Development department. This will involve refinement meetings where, along with the rest of your team members, you will discuss outline estimates for both core and customer development.
- **QA Testing** - Completing both unit testing and user testing for projects worked on by other team members of development. This involves locating potential issues and working with the team to plan and implement a resolution.

What you'll need

- A strong passion for software development
- A desire to learn new technologies, improve existing skills & understand the business impact on the software development lifecycle
- Have knowledge of the following technologies for client side development:
 - JavaScript
 - JavaScript frameworks (ideally Vue.js however knowledge of similar Angular, Angular 2 or React would be advantageous)
 - HTML
 - CSS
- Have knowledge of the following technologies for backend/API development:
 - .Net Framework Libraries
 - C# or VB.Net
 - SQL using databases such as SQL Server, SAP SQL Anywhere, Oracle or MySQL
- Any experience with the following technologies would be great but not required:
 - TypeScript
 - Visual Studio/Visual Studio Code
 - HTTPS protocols and IIS



DEVELOPMENT FOR ZING

The Role

Working as a Developer at Zing, the Software Consultancy division of ProspectSoft, will provide the benefits and security of being part of an established and well-respected Development Placement Scheme, with the added excitement of working at a start-up. Zing is a start-up business operating with the back-up of an already successful business, so you'll get all the great training and support that you should demand from any placement, but with a start-up feel.

Zing is focused on delivering projects using the amazing technology stack from Twilio. If you haven't heard of them...you will soon. Twilio are fundamentally disrupting the communications industry, providing APIs for managing any type of communication; Voice, Video, SMS and since acquiring SendGrid, now also email. Any time you speak to an Uber driver, talk to an M&S Call Centre or receive a message from Netflix, that's all powered by Twilio. Zing is only the second accredited Twilio partner in the UK and we've already completed some really cool projects. We now need to build our team so that we can focus on large, high-profile development projects. A placement at ProspectSoft in the Zing team will be lots of fun and you'll learn a set of skills in a technology stack that is going to be in high-demand for years to come.

Successful applicants can expect to gain a great deal of experience working through the full development cycle from systems analysis, through writing the code to testing and delivery. You will be working within a team of amazing developers and working directly with the founder of the business unit. You'll be playing a key role in delivering a wide range of exciting projects. On commencing your placement, you will receive nearly six weeks of training in all aspects of our development methodologies and most importantly, learning the Twilio stack. During your placement, you will also have access to a full MSDN subscription with a monthly personal allowance of Microsoft Azure credit to play around with for your own pet projects.

As a Developer, the year will be highly software development focused and will involve the use of technologies such as the .NET framework for backend services/APIs and web technologies such as HTML, CSS, JavaScript as well as Vue.js and TypeScript for the client side. Any experience with the above technologies or SQL databases will be advantageous although not essential. As active members of the development team you will work as part of a team following SCRUM and Agile methodologies.

Some of the things you'll be doing

- **Software Development** - Using Vue.js and TypeScript to create components which will be used in our core applications. You will also be creating Azure services and coding backend APIs in C#.
- **Configuring of Continuous Integration** - Taking a set of code you have created and configuring VSTS (Visual Services Team Services) to automatically build and run unit tests upon committing your work.
- **Scrum Team** - Being an active part of one of the Scrum teams within the Development department. This will involve refinement meetings where, along with the rest of your team members, you will discuss outline estimates for both core and customer development.
- **QA Testing** - Completing both unit testing and user testing for projects worked on by other team members of development. This involves locating potential issues and working with the team to plan and implement a resolution.
- **Hacks** - We love to build nerdy stuff. We're currently learning how to programme Microcontrollers to build a funky direct mail piece, and there will always be another crazy idea to build and play with – hopefully some of the ideas will be yours!

What you'll need

- A strong passion for software development
- A desire to learn new technologies, improve existing skills & understand the business impact on the software development lifecycle
- Have knowledge of the following technologies for client side development: HTML, CSS, JavaScript, JavaScript frameworks (ideally Vue.js however knowledge of similar Angular, Angular 2 or React would be advantageous)
- Have knowledge of the following technologies for backend/API development: .Net Framework Libraries, C# or VB.Net, SQL using databases such as SQL Server, SAP SQL Anywhere, Oracle or MySQL
- Any experience with the following technologies would be great but not required: Twilio, TypeScript, Visual Studio/Visual Studio Code, HTTPS protocols and IIS
- Degree in a relevant field

FURTHER INFORMATION



Applications Open

Monday 1st October 2018

How to Apply

If you're interested in applying for a role with ProspectSoft, simply visit our website placements.prospectsoft.com. Then, go to the Sales & Marketing or Technical page to select the area you'd like to apply for, and follow the steps through our online application process.

Deadline

17th February 2019



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Jess Heald - Marketing Team Leader

My placement year at ProspectSoft definitely exceeded my expectations - it was great to learn such a variety of skills which were invaluable to my final year at University. As a Marketing Assistant & Events Co-ordinator, I led several projects during my year which had a direct impact on the business including creating a brand new website dedicated to our placement scheme and running our events held at Silverstone. Being asked to come back to ProspectSoft after University was fantastic, and I am now pursuing my career in Marketing in a forward-thinking company with friendly, supportive and ambitious team members.

Peter Slot - Head of Account Management

I had two main aims when undertaking my placement year. The first was to get experience doing a proper job at a proper company, and second was to secure a job following University. My placement year at ProspectSoft delivered on both of these aims. I was given a huge amount of responsibility within the sales team and was able to work and learn from experienced sales people. I am now working as the Head of Account Management and my team relies on placements. As a company, we almost exclusively recruit through the placement programme making it highly competitive, but highly rewarding too.



Isobel Honour - Customer Success Manager

I've had so many opportunities during my placement year at ProspectSoft, from assisting customers with their email marketing efforts to running training sessions at customers' offices. I am still surprised by the amount of responsibility I was given during my placement year, I really did gain some incredibly valuable skills which I was able to utilise within my final year of university. Being asked to come back to ProspectSoft has enabled me to further my career within Customer Success Management, with a team that has truly made this an unforgettable experience.

Santosh Thapa - Developer

Doing a placement year at ProspectSoft was one of the best decisions I've made. From the start of year, I had set myself the challenge to learn new skills from a real working environment and bring in the technical knowledge which I learnt from university. Throughout the year, I was exposed to a lot of new technologies such as TypeScript, Vue.js and Azure to name a few, and I was able to apply these skills within my final year project. I found myself always involved in projects ranging from bespoke customer work to internal core software development. Being asked to come back to ProspectSoft after my degree was a great highlight to my placement year and I'm really looking forward to pursuing my career as a Developer.



Emily Scott - Account Manager

Working at ProspectSoft was the best decision I could have made. The opportunities have helped me learn new skills as well as develop on those I already had. Through speaking to many customers on a daily basis, my confidence has increased massively and I now feel much more comfortable talking in front of a group of people. From day one, I've felt welcomed by everyone at ProspectSoft. This is something that ProspectSoft does excellently, as everyone treats placements just the same as every other colleague.

