

Job Description

Job Title:	Software Developer
Location:	Bristol, UK
Reporting to:	Software Team Lead
Contract:	Monday-Friday (37.5 per week), flexible working schedule

The Company

Our mission at Smartbox is to ensure no one is left without a voice. We create assistive technology for disabled people who experience difficulty with speech, to communicate and live more independent lives. A big part of our culture is our passion, which drives us to continuously improve our products, services and ways of working, so the people who use our technology can achieve their ambitions.

Based in the UK, US, France and Germany, with partners in over 40 countries, we are a leading supplier in the global augmentative and alternative communication (AAC) community. We don't take this for granted, and every person in our team is key to ensuring more people who would benefit from assistive technology can access it.

The Job

We are looking for talented Software Developers to join our R&D team, creating AAC products (Assistive & Augmentative Communication) that transform lives for disabled people across the world. We are a small but growing team making a huge impact, and our software developers look after everything from our Windows and iOS apps and online services to the tools we use to build them. We are looking for experienced backend developers who are also open to working on our desktop AAC applications.

You will work as a member of a cross-functional agile team, involved in the full product lifecycle: understanding customer and business needs, generating ideas, solving problems, planning, designing and developing solutions, and supporting features post-launch. It's a highly collaborative environment with a commitment to good software engineering practices and continuous improvement.

We involve our customers in the design process to make sure we truly understand their needs and that our products deliver real value. You will have the opportunity to work regularly with customers and internal experts to refine your thinking and enable you to deliver products you can be proud of.

Duties will include:

- Designing, developing, deploying and maintaining desktop applications and/or REST APIs using C# and .NET Core.

- Applying best practices in cloud architecture and deployment
- Working on anything from UI to core functionality and data stores, from fixing bugs to integrating new technologies.
- Writing clean, working, cross-platform C# code (.NET 8) and associated tests, and improving the standard of existing code as you touch it to make it more testable, reliable and maintainable.
- Implementing monitoring and alerting, and supporting production services.
- Working closely with electronics engineers, product specialists, UX designers and other developers to design, develop and support robust solutions.
- Participating fully in the planning of your team's work.
- Collaborating with stakeholders and customers to solve problems in a way that meets their needs.
- Helping to evolve your team practises and processes.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Passionate about changing lives with assistive technology.
- 5+ years of professional software development experience in modern C#.
- Knowledge of Computer Science fundamentals in data structures, algorithm design, problem-solving, and complexity analysis.
- Excellent understanding of software design principles.
- Confident and experienced with automated testing – from unit tests to system and integration tests.
- REST API development using C# and ASP.NET Core.
- Experience developing, deploying and maintaining APIs in AWS/Azure - including use of load balancers, SQL/NoSQL data stores and caches.
- Understanding of REST API principles and best practices including API versioning, authentication/authorization models and techniques, and secret management.
- Familiarity with Entity Framework or other ORM tools.
- Experience in applying OWASP secure coding practices.
- Confident applying cloud best-practices for identity and access management, hosting, deployment and monitoring.
- Confident working on problems from scratch – resourceful in turning problems into simple solutions, and proactive in working with stakeholders to resolve ambiguity.
- Confident picking up an existing codebase, refactoring and improving test coverage to deliver safe code changes.

- Versatility - enjoying turning your hand to new things, with a flexible approach to evolving business priorities.
- Willingness to develop across multiple platforms and architectures.
- Great interpersonal and communication skills.
- Strong analytical thinking, with attention to detail.

Useful skills/attributes

- Knowledge of professional software engineering best practices, including coding standards, architecture patterns, code reviews, source control, continuous integration, build processes, testing, and operations.
- Experience in configuring build systems for .NET (e.g. Team City, Jenkins etc).
- Knowledge of RDS/SQL Server/NoSQL/DynamoDB/S3 for structured data and file storage.
- Experience with infrastructure-as-code tools such as Terraform or Pulumi to automate cloud resource provisioning and deployment pipelines.
- Proficiency in deploying and managing load balancing, caching and routing via AWS services or equivalent in Azure – e.g. API Gateway, Lambda, EKS / ECS.
- Any of the following technologies: WPF/XAML, Avalonia, Entity Framework, JavaScript.
- Keen interest in the product and customer needs.
- Experience working in an effective Agile team.
- Experience with AAC or assistive technology.

Additional Information

- In this role, you will have the flexibility to work between your home and our office locations in Malvern and Bristol. For this role, we require the candidate to work in the Bristol office twice a week as a minimum.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with other teams in the business.

Rewards and benefits

Smartbox offers comprehensive benefits, including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.

- Flexible working.
- Cycle scheme.
- Office snacks.
- Benefit and Wellbeing app Yulife, with store discounts and wellbeing services available.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.
- EV car scheme through salary sacrifice after 2 years' service.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

Diversity and Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com or call 01684213075.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).