

# Medior/Senior Software Developer

*Saving Lives With Code*

To apply, please send your CV to [ruben@fireservicerota.com](mailto:ruben@fireservicerota.com)

**Not a developer yourself? Receive a finders fee of 1 month of salary** if you put us in contact with our chosen candidate. 50% upon signing, and 50% after 12 months.

**Salary Range:** € 2000 - € 7000 per month, depending on level of experience and familiarity with the technologies described below.

**Location:** Remote, The Netherlands, United Kingdom, Denmark, Mexico City, Queretaro

## Who are we?

FireServiceRota is a company that provides Software as a Service to manage Fire Stations in the European Zone.

Our [story](#) goes back to 2006, when one of our founders built the first version of a scheduling system for firefighters together with his then-employer, a commander at the local fire station in The Netherlands. Since then, we have grown to hundreds of fire stations in The Netherlands, United Kingdom and Denmark, and the product has grown for simple scheduling, all the way up to reporting, payroll, contract management, backup alerting and primary alerting.

Our mission is to contribute to a safer world & happier first responders through world-class software and service, provided by happy self-improving people.

## Who do we work for?

FireServiceRota is dedicated to supporting Fire and Rescue Services around the world. 90% of our users are firefighters, the remaining 10% are office workers, paramedics and in-house emergency responders.

We take great pride in the fact that we help those who help others. This is a big source of motivation for us (besides working on challenging and cool problems with a great team of people in a trusting environment).

## Position Description

In FSR, you help first responders by solving difficult technical problems related to scheduling and reliable alerting with non-tech-user-friendly solutions. Your work will have a very high impact and [potentially save lives](#).

As a developer, you are responsible for driving and implementing development projects across our suite of products and services using AGILE methodologies (work smarter, not harder), while developing a close working relationship with other team members, not only developers, but from other areas of the company too.

Our primary tools are the following:



### What you'll do

- Develop together with the team new features and improve existing ones.

- Provide capacity to the maintenance of the system, to keep it fast, reliable and secure from external threats.
- Contribute to the continuous improvement of our Development Stack, striving to make it more efficient, simplify code, and help remove technical debt.
- Engage in two-way knowledge sharing sessions with all team members (1:1 coaching meetings, pair-programming sessions)

### Who you are

- You feel passionate about developing code that matters. You find motivation in the idea that the work you do will have a positive impact in the society we live in. **Bonus points** for being a firefighter or having familiarity with emergency response.
- You have experience with the development of Software as a Service, web development, DevOps, or Mobile development.
- You enjoy working on solving challenging problems and complex scenarios. The firefighting ecosystem is a fascinating world, but also a complicated one.
- You enjoy learning as well as sharing your knowledge with others.
- You are fluent in English, written and spoken. This is our primary communication language with both teammates and customers.
- You have a quality approach, delivering high-quality products and supporting others to maintain a high standard
- Long term commitment: we are looking for someone who looks forward to expanding their career with us.
- You have good communication skills: Ability to work with people from different careers, cultures and backgrounds (NL/MX/UK/DK).
- You are open to give and receive constructive feedback. We value honest feedback over “processes” and “positions”.
- You are passionate about helping others and our customers.
- You have self-management and self-discipline.
- You can adhere to our ISO27001:2013 Information Security Management System and you can provide a government Certificate of Conduct or non-criminal record certificate.

### Nice to have

- Familiarity with working using the Agile methodology. You will find [this resource](#) useful.
- Demonstrable experience with at least one common web application language such as Ruby, Python or NodeJS.
- Database experience (Postgresql, Redshift, NoSQL). This includes the ability to identify and solve query optimization problems.
- Extra technical skills:
  - a. React
  - b. Angular/Ionic
  - c. Kubernetes
  - d. DevOps
  - e. Continuous integration/Continuous deployment
  - f. Linux/console skills
  - g. Test driven development
- Experience working remotely (home-office) with efficiency and responsibility.

### Benefits of working with us

- Highly competitive salary
- The option of full-remote work
- Free pass to learning platforms
- Opportunity to travel

## Growth opportunities

Within FireServiceRota, you will not have a position set in stone. We advocate for finding what makes you passionate, and pursue your career in that area. You will find with us a wide range of activities that you can work on. We encourage collaborating with each at least once. Once you find the one that clicks, the team will support you and define with you the growth path ahead.

## Recruitment process

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Our process consists of three parts:

1. First Interview: here you will meet the Dev Team and have a chat with them to identify if we are a cultural match.
2. Second Interview: you'll have an hour long Pair Programming Session with the dev team, we will evaluate your thought process to solve a problem with code.
3. Third Interview: you'll get to know additional key members of the team, and get additional information about our employment model.
4. After successfully completing the three interviews, you will receive a formal offer.

## Our product range

FireServiceRota is a flexible and resilient resource management Software-as-a-Service for firefighters.

To give you an idea of the type of functionality that FireServiceRota provides, here is a short (and incomplete) overview:

### [Scheduling](#)

Our goal is to give firefighters the tools to achieve a better work/life balance. We do this by giving them insight into when they are needed, and when they can take some time off. This makes it easier for them to schedule their availability.

### [Smart Alerting](#)

When an alert comes in, we notify them through their mobile phone, smart pagers, SMS, and even a phone call with the alert text spoken out loud. They then have the option to indicate whether or not they are responding. This gives incident commanders immediate insight into how many crew members they can expect and how long it will take to have a full crew. Recently, we have been working towards becoming a primary alerting tool, allowing our customers to replace their pagers.

### [Flexible Dashboards](#)

Different stations have different information needs. To support these needs, we have a flexible dashboard engine that users can set up in any way they want. This can show the current and projected vehicle availability, who is currently on duty in different roles, and any pertinent information about an active incident.

### [Payroll](#) and [Reporting](#)

All activities are recorded and can be analyzed to get deeper insight into a station's performance, for example to know how often there is understaffing, and which skills are often scarce. Activities can also be sent to the payroll department for reimbursement.

## Our values

### **People > Employees**

We believe that the most important asset to the company is the people that collaborate in it. This is why we care more about people's wellbeing than metrics of performance. We understand that the former naturally leads to the latter.

### **Self improvement**

The nature of the work will always take us to new heights. It is up to each individual to stand up to the challenge and learn from themselves as well as from others to continue improving on a technical, professional and personal level.

### **Communication > Processes**

Open and flexible communication is always better than rigid processes. Sometimes it's tempting to formalize a way of working to prevent mistakes from happening, and this is definitely not something we avoid. However, nothing is more effective than just asking for a quick chat with customers or teammates to discuss what happened, openly talk about the underlying feelings, and identify a better way forward.

### **Shared responsibility**

We are a team. While each individual contributes with their own skills and strengths, the end result is crafted by everyone. Our success is achieved as a team, but so are our mistakes. We celebrate together, and we improve together.

### **We take pride in what we do**

We feel privileged to serve those who serve in the front lines. We feel our job is special and we acknowledge this by putting our best foot forward to deliver world-class software and service to our customers.

## **How do we work?**

One Agile to rule them all. Every two weeks (1 sprint) we create, polish and estimate new user stories that go into our backlog. Every sprint, we make a plan and start working the agile way. We don't like deadlines or crunch. Our workload is defined by the team availability during the sprint, and not the other way around. What we work on is determined in open collaboration with our customers based on their needs, their budget and the value of each user story.

The roles in the company are fluid. Being a customer success representative does not mean support will be your only task. Cooperation and communication between our teams is the core of our operations. One day you may be replying to customer requests through our helpdesk, the other you may be visiting our customers to interact with them and capture their needs.

Besides, not everything is work work work work work. We value human interaction to keep the team dynamics strong. This includes Virtual Coffee hours, breakfast together, and out-of-office activities such as bowling, dining, and even VR gaming nights.

[We are a small group of awesome people](#) who trust each other. This is particularly evident during our retrospectives. At the end of each sprint, we get together to evaluate the last two weeks. We openly discuss what went well, but also what could have gone better. Sometimes this leads to emotional conversations where we discover something new about ourselves. In

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these conversations, trust and vulnerability are our greatest assets. We are human, not cold machines.

With great flexibility comes great responsibility. Communication with other team members is imperative, as well as self-imposed discipline.