Software Developer – Service Management Team (SMT) – 3+ years

About ClerksWell

ClerksWell is an award-winning digital agency and proud Umbraco Platinum Partner, Sitecore Silver Partner, and Optimizely Bronze Partner. With a team of 35 across the UK, India, and Ukraine — and a close-knit London office of 10 — we're known for our bold thinking, technical excellence, and a culture that values long-term collaboration.

The role

Join our Service Management Team (SMT) as a Software Developer. This role is pivotal in maintaining and enhancing the performance, reliability, and scalability of our client-facing platforms and some internal tools. You will work closely with project managers, account managers and across multi-platform teams to resolve issues, implement improvements and ensure seamless digital experiences for our clients.

This role demands a modern software development practice, and hands-on experience with tools like Zendesk or similar platforms working within UK time zones and with clients and colleagues based in Europe and the Middle East.

Key Responsibilities

- Troubleshoot and resolve software issues, ensuring minimal disruption to client services.
- Analyse recurring incidents and implement long-term solutions to reduce ticket volume and improve system stability.
- Participate in daily stand-ups and sprint planning with cross-functional teams.
- Write clean, efficient, and well-documented code following best practices.
- Maintain technical documentation for support processes, APIs, and system configurations.
- Contribute to the continuous improvement of DevOps and CI/CD pipelines.

Job Requirements:

- Strong technical foundation (minimum 3 years' experience) with in-depth knowledge of programming languages, development tools, and software engineering methodologies.
- Strong debugging and root cause analysis skills.
- Proficiency in C# and .NET framework.
- Experience with RESTful APIs, microservices, and cloud platforms (Azure preferred).

- Experience with at least one .NET-based CMS such as Sitecore, Umbraco, or Optimizely, particularly for managing and supporting content-rich websites.
- Basic understanding of front-end technologies.
- Familiarity with ticketing tools like Zendesk.
- Willingness to contribute to both development and support activities, including ongoing retainer work.

Advantageous:

- Experienced in implementing and managing headless CMS architectures using .NET technologies.
- Knowledge of security and compliance standards in enterprise environments.
- Skilled in building API-first solutions and integrating them with modern frontend frameworks like React, Next.js deliver dynamic, omnichannel digital experiences.

Location: Ideally in Goa (Hybrid) / Anywhere in India (Remote)

Working hours:
April to October

- UK Time – 6:00am to 3:00pm
- India Time – 10.30am to 7:30pm

November to March

- UK Time – 6:00am to 3:00pm
- India time – 11.30am to 8:30pm

Career Development

Opportunities for growth within a supportive and technically strong team. Includes Certification pathways and a Professional Development plan with annual review and robust line management.

Team Culture

We foster a collaborative, inclusive culture with a focus on long-term professional development. Our India team is an integral part of ClerksWell, not an outsourced entity. We have a main office in Goa and several individuals working remotely across the country. This means our India team members are fully integrated into our company culture and operations, ensuring seamless collaboration and consistent quality across all projects. Unlike other companies that offshore their teams, our approach ensures that all team members,

regardless of location, are dedicated ClerksWell employees. This leads to better communication, higher accountability, and a unified commitment to our clients' success.

Benefits

- Competitive salary
- Laptop and screens provided
- Medical Insurance
- 25 days annual leave
- Minimum of 5 training days per year
- Biannual company get-togethers in Goa (includes transport and accommodation)
- Regular team lunches in the Goa office

Remote Work Clarification

If you are based in Goa, we would expect you to attend the office 2 days per week to work with the local team. If you are outside Goa, you will work remotely but there will be travel to the Goa office at least twice a year.

Tech Stack Summary

Our stack includes .NET, Azure, Umbraco, Sitecore, Optimizely, and modern DevOps tools.