



Senior Software Engineer – JavaScript

Location: Sunnyvale, CA

Job #: 003

KANA, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience. Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then KANA/Lagan is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

Key Responsibilities:

- o Architect UI-oriented user stories
- o Code on the client side, using the DOJO Ajax Framework
- o Build widgets employing Javascript
- o Ensure On-time, high-quality execution of the work above, by mentoring and guiding less senior developers.

Working in our Agile/Scrum methodology, you will build innovative and elegant software to be used on thousands of Customer Service agent desktops and on many of the world's largest commercial web sites. KANA's clients include Sears, Priceline, eBay, the United States Post Office, Sprint and hundreds more.

Experience:

- o A Bachelor's degree in Computer Science or other technical field, Master's degree preferred
- o 8+ years experience in UI architecture and coding on commercial software
- o 3-5 years of experience developing dynamic web applications using Javascript & AJAX is required
- o Have in-depth and hands-on knowledge of Web 2.0 strategies. Including, but not limited to:
- o Experience designing and building UI components in JavaScript
- o Knowledge of HTML, CSS, XML, web services
- o Expertise in cross browser development (IE, Firefox, Safari) and Web usability and interface design
- o Knowledge of at AJAX libraries is required, Dojo is a plus
 - SOA experience, although not required, is preferred
 - JAVA coding experience required

Travel: No significant travel requirements

Office Location: KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL. US location is flexible and KANA/Lagan provides a generous home office arrangement if applicable.

KANA offers a highly competitive total rewards compensation and benefits package including a very competitive commission program. Interested parties encouraged to apply by sending their updated resume/CV via email: to career@kana.com EOE