Company Profile

For those that are driven by the taste of building success, Unox provides intelligent and technologically advanced ovens, services and experiences that are inspired by Inventive Simplification and the Pursuit of Perfection.

Founded in 1990, Unox has over the years become the leading Italian manufacturer of professional ovens, combining the expertise of thousands of cooking professionals from all over the world with its technical knowledge, specific industrial skills and every-day passion and dedication.

All manufacturing processes are located in Italy and have been progressively integrated over the years. Today, we do not only assemble our ovens, we manufacture 95% of their value through our stainless steel, plastic materials, electronic and chemical factories. This ensures we always have maximum control of the manufacturing quality and the delivery times.

We are a total of 600 people worldwide: 330 at UNOX HQ and factories in Italy and the rest of us in our sales subsidiaries and offices in Europe, North and South America, Asia, Australia, the Middle East and Africa.

Our Value Driven Innovation team is focused in ensuring the translation of ideas into value. The 35 person VDI team, including chemists, physicists, culinary technicians, mechanical engineers, electrical engineers, etc. is focused on developing new cutting edge technologies with the purpose of generating maximum customer benefit.

We use IoT technologies to provide our customers data on oven usage and ideas on how to use them more and better, so they can get a faster payback and a higher Return On Investment and at the same time have a continuous control of their oven.

We take full responsibility for helping our Customers in building their success.

IT Process Analyst - Customer Service

Process Analysts play a central role in the IT team at Unox: their aim is to sustain and continuously improve the value delivery processes, enabling effective data driven decisions and efficient workplaces through inventive simplification.
A process analyst at Unox works closely within the main business processes (Innovation, Operations and Customer Experience) in order to streamline the information flow and eliminate non-value added activities, combining technical skills with lean/agile principles and techniques.

In particular, we are looking for a talented individual that will bring to the next level our customer service processes through the adoption of *Service Cloud* and *Field Service Lightning* products by **SalesForce**.

Responsibilities:

- Map, improve and measure information flows across the customer service processes (e.g. remote support, on-field repairs and training)
- Define and design the requirements with the stakeholders
- As project owner, estimate the resources required and set the proper milestones and deadlines
- Development, testing and fixing of configurations on the SalesForce platform, ensuring no adverse impacts when deploying to production
- Build integrations to allow multi-channel communications with the customer (Phone/CTI, email, chat, sms, etc) and a streamlined billing experience with SAP ERP
- Monitor and coordinate external partners if needed
- Helpdesk and support the end users
- Standardize and share knowledge, procedures and best practices among the IT team

Desired Skills and Experience

You are:

- Extremely data-driven: you know how to test your own and others hypotheses by trying and digging into tables and data.
- Effective communicator: you can work across different teams and you are able to explain technical concepts in a way that can be easily understood by non-technical counterparts.
- Tenacious: you roll-up-your-sleeves and find a way to get it done
- Fast learner: there is a lot to get done and we have ambitious goals. You are comfortable and can thrive in a fast paced environment
- Team player: you work cross-functionally with others well and collaborate to deliver the best possible experience to Unox and its customers
- Organized: you can juggle multiple projects at once and stay on top of them all
- Passionate about our mission: you're excited about how Unox is challenging itself every day in order to build success for its customers

Requirements:

- Degree in engineering, computer science, mathematics or statistics
- Basic knowledge of REST principles
- 1+ years of experience/certifications on SalesForce are a plus

Sviluppatore Full Stack

As a member of the Digital Experience team, you will develop and deliver complex and effective user experiences that provide value and meaningful insight to our customers using a mobile first and data driven approach.

Responsibilities:

- Design, develop, test, deploy maintain and improve software (web and mobile applications, REST APIs, etc) according to the principles of Unox applications and IoT systems.
- Design and prototype the UI/UX requirements with the stakeholders.
- Monitor and coordinate external partners if needed.

Typically, a Software Engineer at Unox is involved in the following activities:

- Development and maintenance of the cloud data pipeline for handling telemetry and status data from our connected devices around the world.
- Design and development of REST APIs.
- Frontend interface development of web application.
- Frontend interface development of mobile applications using native technologies.
- Developing infrastructure as code and fully automated software deployment. Monitoring operation of our cloud infrastructure, defining alerts and continuously improving it. Continuous improvement of software development and delivery process.
- Work together with our data scientists, seeking for new possibilities to detect events and produce valuable insights out of incoming streams of data.

Desired Skills and Experience

You are:

- Fast learner: there is a lot to get done and we have ambitious goals. You are comfortable and can thrive in a fast paced environment.
- Tenacious: you roll-up-your-sleeves and find a way to get it done
- Team player: you work cross-functionally with others well and collaborate to deliver the best possible experience to Unox and its customers
- Organized: you can juggle multiple projects at once and stay on top of them all
- Passionate about our mission: you're excited about how Unox is challenging itself every day in order to build success for its customers

Requirements:

- BS/MS in Computer Science or equivalent practical experience
- Strong object-oriented programming skills
- Demonstrated skills in modern web or mobile applications development (Node.js, native iOS, native Android, React, React Native, TypeScript)

- Knowledge of relational databases querying and modeling

For consideration:

Please include GPA score and a list of relevant projects on application/resume