



JOB DESCRIPTION

OPEN-AUDIT SOFTWARE DEVELOPER

About Us

We are a new tech powerhouse for the ultimate end-to-end solution.

At FirstWave, our passion is to create intelligent software that our service provider partners and customers love. With software used globally across 178 countries by an estimated 150,000 organizations including household names like Microsoft and NASA, we aim to be at the front of the wave of transformational change in the IT Operations and Cybersecurity world.

Formed in Australia in 2004, FirstWave is a publicly listed, global technology company who provide best-in-class intelligent AI-powered network management, discovery, audit and cybersecurity solutions. These unique solutions enable FirstWave's Partners, including some of the world's largest telcos and managed service providers (MSP), to protect their customers, while rapidly growing revenues at scale.

The combination of Network Management Information System (NMIS), Open-AudIT, CyberCision and Secure Traffic Manager (STM) products enable FirstWave to provide a comprehensive end-to-end solution for AI-powered network discovery, monitoring and management for our telco and MSP partners globally.

We have a team of talented global experts building software people love and we believe our success depends as much on how we work together as it does on the quality of our systems and code.

About the Role

The Software Developer will play a key role in supporting the Open-Audit product by addressing urgent development tasks, improving documentation, and assisting with proof-of-concept packages. This position is critical for maintaining product quality, supporting deployments, and contributing to future feature development.

About You

You are a passionate, proactive and detail-oriented developer who thrives in a collaborative environment. You enjoy solving complex problems and take pride in delivering high-quality, well-documented solutions. You're comfortable working across multiple priorities—from urgent fixes to longer-term feature development—and you're adaptable to evolving business needs. You have a strong technical foundation, a willingness to learn new tools and technologies, and an interest in contributing to product improvements that make a real impact for customers. To be successful in this role you will be eager to contribute to a global team working across time zones. You align with FirstWave's values—putting customers first, making data-driven decisions, and supporting diversity. You treat company resources responsibly and work to help your teammates succeed.

About the Role

- Install and configure the development environment.
- Update and maintain product documentation on the wiki, ensuring accuracy and currency.
- Assist in resolving installer issues and contribute to improving onboarding processes.
- Support post-release activities, including troubleshooting and second-level support.
- Develop and maintain proof-of-concept packages for potential customers.
- Collaborate on initiatives such as vulnerability reporting for disconnected systems.
- Participate in regular documentation reviews and implement improvements.
- Contribute to feature development over time as part of the broader development team.

Experience and Qualification

- Experience with Ansible playbooks or similar automation tools.
- Exposure to AWS marketplace deployments.
- Knowledge of vulnerability management and reporting systems.
- Business analysis skills for handling support requests and proposals.
- Proficiency in PHP, JavaScript, SQL, and familiarity with Golang.
- Understanding of Windows environments and Active Directory.
- 2-3 years of software development experience.
- Strong problem-solving skills and attention to detail.
- Ability to work collaboratively in a distributed team environment.
- Strong English communication skills (Spanish language skills desirable)
- Strong customer service focus.
- Willingness to learn about our products and able to easily grasp the technical aspects.

Attributes:

- Adaptability: Comfortable working across time zones and evolving requirements.
- Initiative: Proactively identifies areas for improvement and takes ownership.
- Empathy & Respect: Works respectfully with diverse teams and clients.
- Problem-Solving: Approaches challenges analytically and creatively.
- Teamwork: Actively supports team members and contributes to shared goals.
- Communication: Articulates technical concepts clearly to both technical and non-technical stakeholders.
- Accountability: Takes responsibility for outcomes and follows through on commitments.

If you are a motivated individual who wants to join a rapidly growing global organisation which is driven by a culture that supports innovation, leadership & collaboration, we want to hear from you.

- Please detail in your cover letter your current salary, salary requirements for a new role and notice period and send together with your resume to Ruth Sloley at ruth.sloley@firstwave.com.
- Locations: Fully remote working
- Job Type: Full-time and permanent
- Must have appropriate work rights to be employed (citizenship, residency, or valid work visa).