ORANGE COUNTY UNITED WAY
JOB DESCRIPTION

JOB TITLE: SOFTWARE ENGINEER	**REPORTING TO:** VICE PRESIDENT, ENGINEERING
DEPARTMENT: ENGINEERING	**POSITION:** FULL-TIME / EXEMPT

Purpose of Position

Orange County United Way runs a social care platform that helps programs and partner organizations connect people to services, automate their work, track activity, and report outcomes. The Software Engineer builds and maintains the applications, integrations, and data behind that work, with privacy and security built in.

Much of our software is now designed, written, and tested with AI agents. The most important skills in this role are critical thinking and engineering judgment: breaking problems down, giving agents clear direction, and deciding whether what comes back is correct, secure, and maintainable.

Key Duties and Responsibilities

- **Build and Integrate**
  - Design, build, test, and maintain features across our Salesforce and AWS-based applications.
  - Build integrations and APIs that exchange data securely with partner systems.
  - Build data pipelines and reports that help programs track and measure their work.
- **Cloud and Quality**
  - Build cloud services using infrastructure as code, designed to stay portable across providers.
  - Keep each partner organization's data separate, secure, and auditable.
  - Write automated tests, take part in code review, and automate deployments.
  - Monitor and improve reliability, performance, and cost.
- **Working With Agents and People**
  - Direct AI agents through design, coding, and testing, and own every change that reaches production.
  - Contribute to architecture discussions and technical decisions.
  - Work with the Product Manager and program teams to understand needs and support partner onboarding.
  - Document systems so others can support and extend them.

Job Requirements /Technical Knowledge

Required Qualifications

- Bachelor's degree in computer science or a related field, or equivalent experience.
- Three or more years building and supporting production web applications, APIs, or integrations.
- Proficiency in at least one of TypeScript/JavaScript, Python, or Java/Apex, plus SQL.
- Hands-on experience with a major cloud platform, preferably AWS, and with CI/CD.
- Working knowledge of Git, code review, automated testing, and agile practices.
- Understanding of secure coding and the handling of sensitive data.

- Strong critical thinking: breaks problems down, finds root causes, and makes sound trade-offs.
- Experience directing AI agents or assistants on software work, with the judgment to evaluate, correct, or reject what they produce.

Preferred

- Salesforce platform development (Apex, Lightning Web Components, Flow).
- Infrastructure as code, such as Terraform or OpenTofu.
- Experience with regulated data or multi-tenant applications.
- Experience in health, human services, or nonprofit technology.

Compensation

- Commensurate with experience, education, and market, $115,000-$140,000. Competitive benefits.

Core Competencies

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Company Standards

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org
Orange County United Way
18012 Mitchell South, Irvine, CA 92614
www.unitedwayoc.org