Job Description:
Integration Specialist Engineer

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for an Integration Specialist to join our US team.

THE OPPORTUNITY:

The Integration Specialist assists in the delivery of technical services for PCI Pal customers. The position requires working across several different projects using a range of technical skills, and will also support activities across the organisation including Sales, Service Desk and Business Improvement. The position holder will have widespread knowledge of the web technologies commonly integrated to PCI Pal (ideally used within contact center environments), and will develop a rounded knowledge of telephony, cloud contact center services, and enterprise applications.

YOU WILL BE RESPONSIBLE FOR:

- Reviewing, scoping, configuring and integrating payment gateways.
- Developing web services and custom code pieces to support the core platform.
- Supporting customers development teams with their web integrations using PCI Pal APIs .
- Creation and configuration of PCI Pal Cloud based services (IVR, Agent Assist etc.).
- Delivery of configuration and provisioning work packages within time and budget.
- Provide troubleshooting and fault resolution support when helpdesk tickets are escalated
- Actively contribute to technical product documentation by writing up technical aspects of solutions, integration requirements, and any custom development requirements
- Providing advice, assistance and training on platform solutions to colleagues where necessary
- Supporting technical discussions with direct customers and channel partners through a variety of communication methods

WE WANT TO HEAR FROM YOU IF YOU:

- Understand the basic principles of programming.
- Have a good knowledge of CSS, HTML, JavaScript, JSON and XML.
- Have experience using APIs to connect to 3rd party applications.
- Ideally have a basic understanding of C# and .NET, but this is not essential.
- Are able to review logs for errors (we use Kibana)
- Have used 3rd Party Testing Tools (Postman/SOAP UI)

- Ideally have worked with cloud services (particularly AWS)
- Telephony knowledge (even at basic level) would be useful, as would some knowledge of the payments industry
- You are able to build strong relationships and credibility with customers and internal teams
- Are happy to work flexibly to meet project deadlines and customer expectations

IN RETURN WE OFFER:

- 25 days PTO
- Day off on your birthday
- Medical, dental and optical insurance cover
- Option to either work in our Charlotte or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- "Work from anywhere" 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team people@pcipal.com