# Job Description:
# Senior Web Integration Specialist

**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.

**THE OPPORTUNITY:**

The Senior Web Integration Specialist will play a pivotal role in designing, implementing, and optimizing web and payment solutions. The position will serve as a trusted design authority, guiding projects from inception to successful execution. Expertise in hands-on development, payment gateway certifications, and collaboration with both technical and sales teams will drive innovation and ensure seamless transitions for our strategic customers. The role will mentor junior team members, manage change requests, and work closely with engineering to facilitate innovative solutions.

**YOU WILL BE RESPONSIBLE FOR:**

- Act as a design authority throughout the lifecycle of customer projects involving web and payment integration, assuming full ownership of web and payment solution from project inception to successful implementation
- Technical owner of web and payment solutions for PCI Pal's strategic and enterprise-level customers
- Provide high-level support, customization, and optimization services
- Hands-on development on the PCI Pal staging platform, including agent assist, IVR, and digital solutions
- Implement innovative and complex solutions that set the standard for excellence
- Oversee and manage payment gateway certifications as a critical element of project success. Ensure that all integrations meet industry standards and security protocols
- Create comprehensive documentation for new Payment Service Provider (PSPs) interfaces and API specifications, including enhancements for existing PSPs
- Collaborate closely with the customer's technical team to facilitate rigorous end-to-end testing of built services.
- Work closely with project managers during customer migrations to production, ensuring seamless transitions
- Offer expert guidance to junior team members, assisting them in addressing complex technical issues including conducting peer reviews
- Engage with internal sales requirement assessment for complex deals including high-level design discussions ensuring that technical solutions align with customer objectives
- Provide troubleshooting and fault resolution support to internal operations for customer incident cases.
- Independently manage BAU change requests, collaborating with customers to gather and understand change needs, support professional services in developing Statements of Work (SOW) or similar change documents.
- Work closely with the engineering team to setup and facilitate environments for PSP and CRM development projects.
- Drive innovation in technical solutions.

## WE WANT TO HEAR FROM YOU IF YOU HAVE:

- An understanding of the basic principles of programming
- A good knowledge of CSS, HTML, JavaScript, JSON and XML.
- Strong understanding of API design, authentication, and data exchange
- Ideally have a basic understanding of C# and .NET, although this is not essential
- Used 3rd Party Testing Tools (Postman/SOAP UI)
- An understanding of security protocols, encryption methods, and compliance standards (e.g., PCI DSS), but this is not essential
- Ideally have worked with cloud services (particularly AWS)
- The ability to assume technical ownership of web integration element in projects and act as a design authority throughout its lifecycle.
- Strong technical skills to act as design authority and hands-on developer for web and payment solutions.
- Innovative problem-solving skills, especially when it comes to hands-on development and implementing complex solutions
- Experience of working collaboratively with cross-functional teams, including engineering, support, and project management
- Willingness to mentor and provide expert guidance to junior team members
- A flexible approach to your work and are able to be flexible when needed to meet project deadlines and customer expectations

## IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Evolve day – 1 day per year to work with a charity or community project, or to further your own wellbeing
- Option to either work in our Ipswich office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, 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