



## CAREER OPPORTUNITIES

# Job Description: Technical 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.

We are currently looking for a Technical & Partner Support Engineer to join our Operations Department.

### THE OPPORTUNITY:

Our Technical Specialists perform a unique role in our Technical and Partner Support Team, providing third line support for the most complex and sensitive customer faults and working closely with our Professional Services, Engineering and Product Teams to resolve faults, deploy new customers and enhance our product offerings. You'll be a specialist in either Telecommunications, Cloud Technologies or Web Integration and will leverage your specialist capabilities to deliver the best product, go-live and support experience for our partners and customers.

### YOU WILL BE RESPONSIBLE FOR:

- Providing second or third line support for the most complex and sensitive faults raised by partners and customers.
- Creating documentation to support new products, processes and services.
- Monitoring the PCI Pal platform, acting on alerts raised by monitoring systems inline with our Incident Management process.
- Contributing to the support knowledgebase to ensure that information on how to resolve complex faults is continuously reviewed, updated and maintained.
- Working with our Professional Services Team to transition customers into production, leading interoperability/user acceptance testing, identifying and resolving snags and monitoring stability during go-lives.

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

- Considerable technical support experience at both second and third line level.
- Experience in the payments, CCaaS/CPaaS or Telecommunications sectors.
- Have extensive knowledge of any of the following technologies:
  - Networking (IP Sec VPNs, Routing, QoS)
  - Cloud Technologies (AWS Preferred, Azure or Google Cloud considered)
  - Web Development (API Integrations, CSS, HTML, JSON).
  - VoIP Technologies (SIP, RTP, SBCs)
- Are tenacious in your problem-solving and are determined to see issues through to completion, ensuring we never make the same mistake twice.
- Can build strong relationships and credibility with customers and internal teams.
- Are happy to work flexibly to meet project deadlines and customer expectations.
- Are happy working shift patterns between 07:00 and 01:00



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### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- 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
- 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](mailto:people@pcipal.com)