



ROLE PROFILE

Title:	Client Technology Solutions Architect
Function:	Client Technology Solutions
Reports To:	Director, Client Technology Solutions
Location:	Toronto
Type:	Full-Time

Role Overview

The Client Technology Solutions Architect plans and supports the design, configuration, implementation and business operations of our platform solutions for internal and external stakeholders on one or more clients and/or new business opportunities.

The Client Technology Solutions Architect is expected to be an in-house application expert whose responsibilities include application configuration management and implementation consistent with project deliverables. They work closely with the Director, Client Technology Solutions to define, configure, and implement Exchange Solutions' proprietary platform. The Client Technology Solutions Architect is expected to effectively communicate with technical and business resources across the company, while contributing to the definition and development of our core capabilities and current product platform.

The role will vary with each the stage of the project. The design stage requires working with all stakeholders to investigate the client systems, recommend, outline and document configuration requirements and technology integration solutions. The implementation stage requires working with technical staff to define the configuration details in order to meet the client's needs. The operations stage requires monitoring the performance and health of the system and communicating with the client and/or partners for issue support and system reconfiguration.

Specific Responsibilities

- Act as application custodians accountable for the development, quality, integrity, and operations of each platform configuration supporting assigned clients
- Act as an in-house application expert in all aspects of the technical work
- Work with all stakeholders to investigate the client systems, recommend, outline and document configuration requirements and technology integration solutions
- Effectively manage client and platform application changes through the software development lifecycle (SDLC).
- Collaborate with the Product Management team to support the continuous improvement of platform products and services
- Conduct configuration management activities of our platforms consistent with Exchange Solutions' methods, processes and workflow
- Act as primary technical liaison for Account Management team, client(s), vendors, and client partners
- In conjunction with Account Management team and client stakeholders, work closely in defining and shaping business requirements for any platform changes and/or enhancements
- Contribute to the strategic plan of our technology roadmap. Set vision and guidance to focus on client growth and operational excellence.
- Work with Application Support team in diagnosing and triaging technical issues and escalating to business resources where appropriate
- Effectively manage partner and vendor relationships to ensure compliance with contractual Service Level Agreements (SLAs)
- Ensure application playbook documentation and application monitors are being created and maintained with all application changes
- Manage risk reduction during implementation by minimizing the amount of change requests;
- Effectively provide status updates to the Director, Client Technology Solutions
- Contribute to the overall operations and culture of the company, fostering our values and policies.

Capability Requirements – education, skills & experience

- Post-secondary degree in Computer Science (or equivalent knowledge & learning capability from work experience);
- Minimum 5 years' related experience in a small to mid-size software company in a technical lead expert role
- A solid background in Software as a Service (SaaS) and Cloud related environments and technologies (AWS is preferred)
- Experience with large retail systems, with an emphasis on payment, point of sale and processing systems and partners
- Possess leadership qualities with the ability to influence and direct projects and people
- Extensive experience with Agile software development methodologies
- Strong aptitude for technical learning, including demonstrated ability to learn and master custom in-house applications
- Superior communication skills, including ability to translate technical requirements to the business partners, formal presentations, internal communications and design documentation
- Excellent project management skills with proven ability to multi-task and meet tight deadlines.
- Strong problem solving and decision-making ability
- Proficiency in writing SQL queries for relational databases, i.e., MSSQL, Oracle, MySQL
- Experience with the configuration and implementation of data ETL procedures
- Proficiency in web technologies: XML, HTML, JavaScript and CS