ROLE PROFILE

Title:  Client Technology Solutions Architect
Function:  Client Technology Solutions
Reports To:  Director, Loyalty and Payment 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, Loyalty and Payment 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 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

Conduct configuration management activities of our platforms consistent with Exchange Solutions’ methods, processes and workflow

Write and execute SQL queries and custom scripts to apply configuration changes, system auditing and reporting

Lead technical staff 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)

Document, monitor and continually improve the configuration process and on-going operational procedures

Research solutions and best practices for various assignments

Manage risk reduction during implementation by minimizing the amount of change requests;

Effectively provide status updates to the Director, Loyalty and Payment 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 6 - 8 years’ related experience in a small to mid-size software company in a technical lead expert role
- 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.
- Proficiency in writing SQL queries and stored procedures for relational databases, i.e., MSSQL, Oracle, MySQL.
- Proficiency in data ETL procedures.
- Proficiency in web technologies: XML, HTML, JavaScript and CSS.
- Experience with Linux and Apache an asset.
- Proficiency using MS Office suite software, including Microsoft Word, Excel and PowerPoint.
- Strong project management skills
- Strong problem solving and decision making ability