



ROLE PROFILE

Title:	Client Technology Solutions Architect
Function:	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 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
- 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;
- Provide rotational after-hours support to respond to any issues that may arise within the systems.
- 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 Engineering (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
- Experience with large retail systems, with an emphasis on payment, point of sale and processing systems and partners
- 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 procedure
- Proficiency in web technologies: XML, HTML, JavaScript and CSS
- Experience with Amazon Web Services (AWS) and Apache an asset



- Strong project management skills
- Strong problem solving and decision making ability
- Strong multi-tasking skills and ability to meet tight deadlines
- Ability to provide after-hours support on a rotational basis during weekdays or weekends as required.