



CAREER OPPORTUNITIES

Job Description: Senior Integration Engineer

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 sensitive payment data from their environments.

Our solutions integrate with contact center, telephony, CRM, and payment technologies to provide secure and seamless payment experiences.

THE OPPORTUNITY:

As a Senior Integration Engineer, you will play a key role in the successful design and delivery of PCI Pal solutions for customers and partners.

You will work across complex customer integrations, combining strong web and API integration experience with an understanding of how PCI Pal solutions interact with telephony, payment service providers, contact center platforms, and customer applications.

As a senior member of the team, the role goes beyond delivering your own projects. You will help improve the quality and consistency of solutions delivered across the team, support other engineers, identify opportunities to improve Professional Services processes, and contribute ideas that make delivery more efficient and scalable.

You will also work closely with Project Management, Customer Success, Pre-Sales, Support, Product, and Engineering.

YOU WILL BE RESPONSIBLE FOR:

- **Deliver Customer Integrations** – Lead technical discovery, solution design, build, testing, go-live, and hypercare for customer integrations, ensuring solutions meet agreed requirements and quality standards.
- **Own Complex Technical Solutions** – Design and troubleshoot API, web, payment, and platform integrations while maintaining an understanding of the end-to-end solution and its technical dependencies.
- **Improve Delivery Quality** – Participate in peer reviews and help improve build quality, consistency, documentation, and technical standards across the Integration Engineering team.
- **Drive Continuous Improvement** – Identify opportunities to improve delivery processes through standardization, automation, reusable solutions, and practical improvements.
- **Collaborate Across the Business** – Work closely with Project Management, Sales/Pre-Sales, Customer Success, Support, Product, and Engineering on technical scoping, customer challenges, escalations, and solution improvements.
- **Support Team Development** – Share knowledge, lessons learned, and best practices, while providing technical guidance and support to other Integration Engineers.



CAREER OPPORTUNITIES

WE WANT TO HEAR FROM YOU IF YOU HAVE:

Essential Experience

- Strong experience with API integrations, including authentication, data exchange, troubleshooting, and integration design
- Good working knowledge of HTML, CSS, JavaScript, JSON, and XML
- Strong understanding of core programming and integration principles
- Experience using API and testing tools such as Postman or SoapUI
- Strong technical problem-solving skills with experience diagnosing complex integration issues
- Proven ability to take technical ownership of web and payment integration solutions throughout the project lifecycle
- Experience working collaboratively with cross-functional teams across technical and business functions
- The ability to communicate complex technical information clearly to both technical and non-technical audiences
- Experience providing technical guidance, peer reviews, and support to other engineers
- The ability to work independently, manage competing priorities, and make sound technical decisions

Nice to Have

- Experience with C# and .NET
- Experience working with cloud services, particularly AWS
- Experience with CCaaS or UCaaS platforms such as Genesys Cloud, Amazon Connect, NICE CXone, or similar technologies
- Knowledge of payment gateways, Payment Service Providers, or payment integrations
- Understanding of security protocols, encryption methods, and compliance standards such as PCI DSS
- Experience designing, standardizing, or supporting reusable integration solutions and technical patterns

IN RETURN WE OFFER:

- 25 days PTO
- Medical, dental and optical insurance cover
- Hybrid working opportunity
- Day off on your birthday
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- "Work from anywhere" 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc 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 at people@pcipal.com.