



CAREER OPPORTUNITIES

Job Description: Development Team Lead

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 Team Lead to join our UK team. This is a hybrid role, and weekly travel will be required to London to meet and work with the team.

THE OPPORTUNITY:

The Team Lead role is a new position created to reflect the rapid growth of the business. As Team Lead, you will be leading the newly formed Onboarding team, responsible for creating a new seamless onboarding experience for our customers. You will be responsible for not just designing and writing code, but for the coordination of your team to achieve key results.

YOU WILL BE RESPONSIBLE FOR:

- Line management of developers within your team, including conducting 1:1s and performance reviews (PDRs)
- Providing guidance, instruction, direction and leadership to your team through coaching and mentorship
- Design, build and deliver high quality solutions in line with guidance and best practices of the department
- Writing code to develop, fix or enhance features within the PCI Pal product suite
- Working with our product team to plan and refine projects
- Helping to ensure the team delivers high quality features on time in a rapidly changing environment
- Keeping track of and reporting on key performance indicators and adjusting processes where necessary
- Supporting the management of web infrastructure and performing associated health checks as needed
- Building and maintaining an expert knowledge of PCI Pal's products, services, and deployment methodology
- Creating internal technical and process documentation for your work to ensure knowledge is shared with the wider engineering team
- Maintain high standards of software quality within the team by establishing good practices and habits
- Writing testable, scalable and efficient code and leading code reviews
- Supporting live products
- Learning new technologies and keep abreast of existing technologies and be able to apply these to your work



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WE WANT TO HEAR FROM YOU IF YOU HAVE:

- People and Leadership Skills
 - Proven experience leading a team of developers
 - Ability to create a psychologically safe environment where team members feel comfortable expressing ideas, concerns, and failures.
 - Excellent communication skills – able to speak confidently with your team, other teams and stakeholders (both technical and non-technical)
 - Ability to translate business and product goals into actionable team plans
- Technical Skills:
 - Strong experience in in modern C#, JavaScript, HTML and CSS
 - Strong cloud platform experience, ideally AWS
 - Strong CI/CD experience
 - Strong experience of using infrastructure as code (e.g. CDK, Terraform)
 - Experience developing serverless applications (e.g. Lambda)
 - A strong focus on architecture and code quality
 - Experience of modern JavaScript frameworks such as Vue or React
 - Ability to create great user experiences
 - Strong understanding of object-oriented programming and Dependency Injection
 - Strong experience of integrating with third party services using APIs
 - Experience of writing performance critical code
 - Experience of using Git or similar to track changes
 - Experience of both the full .NET Framework and .NET Core
 - Experience of using observability systems such as Elastic APM or DataDog to track and diagnose issues in production
 - A solid understanding of security principles and secure coding including OWASP Top 10
- Nice to have:
 - Experience in VOIP, (SIP and RTP advantageous)
 - Experience of TDD/BDD/DDD principles
 - Knowledge of PCI compliance and associated standards such as ISO 27001
 - Knowledge of accessibility standards and how to apply them (WCAG)

IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Day off on your birthday
- Medical, dental and optical insurance cover (after qualifying period, subject to terms)
- Hybrid working
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme (after qualifying period, subject to terms)
- “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 people@pcipal.com