



## CAREER OPPORTUNITIES

### Job Description:

# Web Integration Specialist

#### 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 world's leading business communications vendors, as well as major payment service providers

We are currently looking for a Web Integration Specialist to join our UK team.

#### THE OPPORTUNITY:

The Web Integration Specialist assists in the delivery of technical services for PCI Pal customers. The position requires working across several different projects using a range of technical skills, and will also support activities across the organisation including Sales, Service Desk and Business Improvement. The position holder will have widespread knowledge of the web technologies commonly integrated to PCI Pal (ideally used within contact centre environments), and will develop a rounded knowledge of telephony, cloud contact centre services, and enterprise applications.

#### YOU WILL BE RESPONSIBLE FOR:

- Reviewing, scoping, configuring and integrating payment gateways.
- Developing web services and custom code pieces to support the core platform.
- Supporting customers development teams with their web integrations using PCI Pal APIs .
- Creation and configuration of PCI Pal Cloud based services (IVR, Agent Assist etc.).
- Delivery of configuration and provisioning work packages within time and budget.
- Provide troubleshooting and fault resolution support when helpdesk tickets are escalated
- Actively contribute to technical product documentation by writing up technical aspects of solutions, integration requirements, and any custom development requirements
- Providing advice, assistance and training on platform solutions to colleagues where necessary
- Supporting technical discussions with direct customers and channel partners through a variety of communication methods

#### WE WANT TO HEAR FROM YOU IF YOU:

- Understand the basic principles of programming.
- Have a good knowledge of CSS, HTML, JavaScript, JSON and XML.
- Have experience using APIs to connect to 3rd party applications.
- Ideally have a basic understanding of C# and .NET, but this is not essential.
- Are able to review logs for errors (we use Kibana)
- Have used 3rd Party Testing Tools (Postman/SOAP UI) Job Description: Web Integration Specialist Engineer
- Ideally have worked with cloud services (particularly AWS)
- Telephony knowledge (even at basic level) would be useful, as would some knowledge of the payments industry
- You are able to build strong relationships and credibility with customers and internal teams
- Are happy to work flexibly to meet project deadlines and customer expectations



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### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Additional day off on your birthday
- UK: Salary sacrifice pension scheme
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Electric Vehicle Scheme
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, 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 Recruitment Team [recruitment@pcipal.com](mailto:recruitment@pcipal.com)