

Cloud Software Architect

POSITION SUMMARY

A Calabrio Cloud Software Architect plays a key role in all architectural, development, and deployment aspects of Calabrio's multi-tenant SaaS product offering. The architect will have extensive hands on experience delivering successful and large scale cloud products. A successful Architect will maintain an overall big picture view and proactively drive the products architecture forward.

The Architect will be responsible for the products security, scalability, reliability, extensibility and maintainability. A successful Architect will work directly on the product during development and also work with key company stakeholders and 3rd parties including customers, partners, vendors and certification companies.

WHY CALABRIO?

Imagine a job where you...

- Become a part-owner of an innovative software company growing at 40% per year
- Work directly with senior management on a regular basis contributing to product management and product delivery
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- Enjoy no-nonsense working environment where you collaborate with colleagues across business units.
- Have tons of room for career growth and opportunity at Calabrio, this is true for every member of our company!

CORE EXPECTATIONS

- Evaluate roadmap, features and architectural components to:
 - Ensure the product continues to have top of the line security
 - Ensure scalability for now and the future
 - Identify areas to improve reliability
- Own the production deployment environment maintaining high scale and security
- Optimize release deployment minimizing product down time
- Optimize disaster recovery plan and recovery time minimizing potential down time
- Enhance architecture and practices to drive towards continuous delivery
- Be a key contact when it comes to various certification compliance
- Be subject matter expert and key contributor of content to technical writing team to generate customer facing documentation and white papers
- Present to customers and partners about product architecture when required

CORE COMPETENCIES

- Extensive experience designing and implementing SaaS based applications

- Advanced experience with SOA standards including REST, SOAP, JSON, etc.
- Advanced experience in Java
- Experience with security and privacy standards such as PCI, HIPPA, ISO27001
- Strong experience in platforms such as AWS, Azure, or comparable platforms
- Excellent written and verbal communication skills including experience presenting to customers and executives
- Other core competencies as defined by your direct supervisor/manager

EXPERIENCE/EDUCATION

- Bachelor's Degree or greater in Computer Science or equivalent
- 10+ years software development experience
- 5+ years SaaS development experience
- Experience architecting, deploying and maintaining a product as a cloud offering

WORKING RELATIONSHIPS

- Report to R&D manager or above
- Work closely with development, quality assurance and product management

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity, follow this link:
<https://home.eease.adp.com/recruit/?id=15107651>

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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