ENTRADA
A Patient Experience Organization

Department: Human Experience Technology (HXT)
Position: Director of Development, HXT
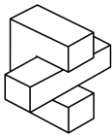**Reporting To: EVP, Technology, HXT**

About Us:
As a Patient Experience Organization (PXO), we are "patient-obsessed" — we see patients as people First and represent them through a human lens. We are a highly strategic collective of human-centered thinkers committed to helping people feel more in control of their health journey. We provide a full suite of strategic advisory, marketing and disease-state communications, patient/stakeholder CRM engagement services, and technology innovations.

Description:
We are seeking a qualified candidate for the position of Director of Development in the Human Experience Technology (HXT) Group at ENTRADA. Reporting to the Executive Vice President of HXT, the successful candidate will collaborate with Client Experience, Strategy, Creative, and Project Management teams to devise and implement technological strategies and solutions for our clients. We seek an innovative and detail-oriented technologist capable of anticipating client needs and delivering inventive solutions efficiently and cost-effectively. This role is pivotal in ensuring the quality of the technologies offered by HXT by meticulously documenting requirements, actively participating in development, and overseeing quality assurance processes.

Responsibilities:
- Liaise with Key Customers:
    - Work closely with internal client-facing teams including Project Managers, Client Experience members, Creative and Strategy team to deliver cohesive best-in-class customer service to clients
    - Actively participate in the client discovery process, understanding and documenting client requirements, and articulating detailed functionalities to the Technology team.
    - Presents and demonstrates Technology solutions internally and to clients
- Hands-On Development:
    - Actively participate in hands-on development, writing server-side and front-end code.
    - Contribute to the creation and enhancement of mission-critical systems, ensuring high-availability, performance, and adherence to best coding practices.
    - Play a key role in all phases of the development lifecycle, from conceptualization to implementation.
    - Write well-designed, testable, and efficient code to meet project requirements.
- Define and Monitor Technology Scope
    - Understand business requirements to produce detailed scope and level of effort for each solution from an engineering/development perspective
    - Monitor development and delivery to ensure adherence to scope, preventing scope creep, and ensuring timeline and profitability.
- Tasks Management
    - Supervise development teams for task delivery.
    - Collaborate with development teams to ensure deliverables are managed within time and budget commitments.
    - Provide functional clarity and any necessary technology assets required by internal teams and clients to efficiently complete assignments and deliverables.
- Functional Specifications and Business Requirement Documents
    - Produce detailed functional specifications and BRDs for all projects and solutions

- o Documents should be detailed enough so that there are minimum clarifications required by the development or business intelligence team
  - o Maintain versioning of spec and BRD documents
  - o Act as the Subject Matter expert on business rules across the company.
- QA/Quality Sign Off
  - o Ensure that all client deliverables produced by HXT are thoroughly tested and are in compliance with the functional specifications

Required Professional Skills & Experience

- Minimum 6+ years of experience as a Solution Architect, Business Architect, Sr. Software Developer, Product Manager or similar highly technical roles
- A 4-year college degree is required in the field of Computer Science or similar technical discipline
- Fluent in Hindi and English
- Prior experience working in technology/software companies required.
- Previous experience working with technology/development teams is essential
- Proven experience developing Functional Specifications and/or BRD is a MUST
- Demonstrated experience collaborating with and managing offshore development teams.
- Experience working on Marketing automation softwares like Salesforce Marketing Cloud or Adobe Marketo – an advantage.
- Strong analytical skills and affinity towards numbers is a great plus
- Proficiency in creating visually appealing presentation slides is essential.
- Outstanding written and oral communication skills
- Solutions oriented with proven success in a fast-paced environment, ability to pivot and make strategic decisions, even keeled under pressure
- Excellent interpersonal skills and ability to work effectively with different personality types
- Ability to exercise independent judgment and work with little supervision

Required Technical Skills & Experience

- Previous knowledge with the following technology platforms/languages/tools is required:
  - o Java EE platforms with knowledge of Class loading, Memory Management, Transaction management.
  - o Experience working in ASP.NET Technologies.
  - o Proficiency in front-end technologies such as Svelte and Angular.
  - o Experience with producing and consuming REST web services.
  - o Knowledge of working with tools like Swagger and Postman
  - o Strong understanding of Spring Framework.
  - o Experience working on Micro services Architecture.
  - o Knowledge of Relational Databases, SQL and ORM technologies (Hibernate or MyBatis)
  - o Experience working with ELK(Elasticsearch, Logstash, and Kibana) stack, Prometheus and Grafana
  - o Experience development on BPMN engines like Flowable or Activiti
  - o Familiar with SOLR, ActiveMQ/RabbitMQ Clusters and NoSQL databases like Couch DB.
  - o Familiar with MEAN (Mongo DB, Express, Angular and Node.js) and React framework.
  - o Experience with container orchestration technologies like Docker and Kubernetes
  - o Experience working on WebRTC with a strong understanding of STUN and TURN servers
  - o Experience with test-driven development, writing test cases in Selenium and doing functional QA.

     o   Expert in using and managing bug tracking systems like JIRA.

What's in it for you?

- You will be part of a growing, diverse, vibrant community; teams pushing the boundaries of new business capabilities and emerging technologies and services, sharing their experiences and lessons learned with each other. You'll have the chance to thrive in an environment where your ideas are valued and your voice matters.
- You will be able to work on meaningful and innovative projects, powered by the latest technologies and industry best practices such as event-driven architectures and domain driven design.
- We will continually invest in your learning and growth. ENTRADA will support you in growing your own tech stack, sales skills, and certifications.
- You'll be immersed in the design and implementation of human-centric solutions to help solve complex challenges with some of the world's largest companies.

Benefits

Regular, full-time employees working 40 hours or more hours per week are eligible for comprehensive benefits including: Medical, Dental, Vision, Life, STD/LTD, 401(K), Paid time off (PTO) or Flexible time off (FTO), and the company performance bonus program.

ENTRADA is an equal opportunities employer AA/M/F/Veteran/Disability.

Annual Salary Range/Compensation

$125,000 to $135,500 commensurate with experience and skill set.

Other Employment Statements

Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States.