

Interaction Studio Solutions/Technical Architect

We believe that digital transformation can be a force for good, improving the lives of everyone involved. We have been a Salesforce partner since before there was an ecosystem and have been privileged to help some of the world's most celebrated brands on their path to digital transformation. At ListEngage, we believe that talent trumps location, and that communication, respect, and team work are the values that enable us to deliver for each other, our stakeholders, and our customers.

The ideal candidate will be responsible for working in a multi-channel, cross cloud Salesforce environment and needs to have a strong overall background in data architecture, integrations, consulting skills.

Responsibilities

- Help customers realize and execute on a 1:1 marketing vision that unifies a customer's experience on the Web, Mobile App, and Email.
- Drive conversations with our customer's Architects and Business Stakeholders armed with best practices for enterprise architecture functions such as System Integrations, Performance, Development Process, and Application Governance.
- Contribute to a program vision while advising and articulating program/project strategies for enabling marketing and technical solutions.
- Provide guidance on integration best practices, Enterprise Architecture standards, functional and technical solution architecture & design, environment management, and testing.
- Complex data modeling to combine data from the Web, Email, Mobile, and Data Warehouses to build a unified view of a customer.
- Maintain strong relationships with existing clients to address their on-going and growing needs.
- Provide thought leadership and act as a technical subject matter expert for clients.
- Ability to efficiently manage several projects at one time.
- Ability to demonstrate technical concepts to non-technical audiences.
- Ability to work independently, multi-task, allocate time appropriately and prioritize effectively.
- Produce blueprints and documentation to aid in the understanding of existing architecture solutions.

Qualifications

- Passionate about customer experience & digital transformation, with a proven track record in Marketing and Data Operations.
- Experienced in deploying Salesforce technology solutions – ideally in Interaction Studio (also known as Evergage), with knowledge of the broader Salesforce Marketing Cloud.

- Understanding of web application architecture including single page applications and server-side HTML web applications.
- Understanding of web technologies including HTML5, CSS and Javascript.
- Strong ability to write best practice code in JavaScript, HTML, CSS.
- Some knowledge of SQL, Python also preferable.
- Able to work well under pressure, with a high degree of flexibility and fluidity.
- Strategic thinker with the ability to build relationships with key stakeholders and tailor their communication to different audiences (based on seniority, technical knowledge etc.).
- Proven track record of supporting cross-platform digital projects with large groups of distributed stakeholders and project team members.
- Experience of building and deploying solutions across markets and/or brands preferable.
- Experience with other CXPs/CDPs would be a plus (Adobe Experience Platform, Thunderhead, Exponea, Tealium Audience Stream).
- Strong organizational, consulting, interpersonal and communication skills.
- Salesforce Marketing Cloud certification is required or candidate must be willing to get certified soon after start of employment.
- Excellent logical reasoning and analytical skills.
- Experience with Microsoft Office applications (PowerPoint, Word, Excel).
- A bachelor's degree or equivalent is required.

Work Location

- Remote

Benefits

- A retirement 401k plan with match
- Competitive Medical, and Dental
- Voluntary Vision & Supplemental Life
- Employer-paid Life, Accidental Death & Dismemberment and Long-Term/Short-Term Disability Insurance
- Generous PTO, Holiday, and Sick Time Benefits
- Flexible Spending Reimbursement Accounts (Health and Dependent Care)
- Employee Referral Program
- Work-Life balance
- Annual performance Bonus

At ListEngage, we aim to change the world by challenging the traditional consulting model by building a flexible, delivery focused organization that can deliver on the promise that we have made to each other. We are an equal opportunity employer and love diversity at our company! We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, or disability status.