

The Platform Consultant

Reports to: the Platform Consultant Team Lead

Location: San Francisco Bay Area

April 2021

About the role

The Platform Consultant is the go-to person for functional and technical knowledge about the platform. They will work predominately with some of the world largest retailers, within the Project Delivery team to design and deliver a solution that ensures our platform is being used in the best way possible.

Their role is to translate customer business requirements to our platform capabilities, design integrations to deliver the business requirements and assist customers with detailed knowledge about our front end and API level features.

The “superpowers” you should possess are adaptability, collaboration and a strong understanding of software platforms and APIs.

Sound like you? [Read more.....](#)

A day in the life of a Platform Consultant...

- Understanding and translating customer requirements into Eagle Eye capabilities
- Owning the technical solution with the customer and supporting their technical teams during delivery
- Understanding system architecture and database technologies
- Designing solutions that avoid core platform coding changes
- Feeding feature changes/improvements and any custom work needed into the platform via close collaboration with Product team
- Keeping up to date on product change and future roadmap
- Highlighting potential for additional revenue from existing customer engagements
- Running and contributing to both functional and technical workshops for larger customers as part of the project lifecycle

About you

You have...

- Minimum 3 years relevant experience in a similar role
- Proven experience of planning, facilitating and leading workshops and meetings to deliver agreed outcomes
- Proven experience of delivering software solutions
- Strong technical and functional understanding of software platforms, especially APIs
- Strong understanding of database and other system components
- Excellent analytical skills to analyse customer requirements and map to key platform capabilities
- Strong specification / technical writing skills, planning and prioritisation skills
- Awareness of security considerations underlying the Eagle Eye platform
- Awareness of the software development lifecycle
- *An understanding of retail and/or hospitality technology space (desirable)*

You are...

- Able to adapt quickly to change and be flexible
- A problem solver
- Able to take control and make decisions
- Organised
- Collaborative
- Technically competent
- An excellent communicator
- Confident being customer facing

– you want to help customers achieve their goals with our platform

Is this you? In return we will give you...

- A competitive base salary
- Bonus scheme with potential to earn up to 10% of salary dependant on your own personal behaviours, achievement of goals and company revenue targets
- Flexibility to work from home/various office locations and flexible hours or job shares considered
- 401K and Health where eligible
- Generous annual leave package including
 - 20 days paid annual leave, rising to 25 after 2 years' service plus 6 observed days per annum
 - 5 days paid sick leave per annum
- Enhanced parental / family leave policy
- Support in continuous learning and self-development
- Access to the paid Headspace app subscription
- Mental Health First Aiders
- Employee Resource Groups focussed on underrepresented groups in Eagle Eye, including Purple Women
- Charity Committee committed to organising events throughout the year to raise money for those less privileged
- A friendly, fun, growing team of people who work hard but love to play hard too, with location specific Christmas parties and annual whole company get together hosted in the UK

Our Values



Behaving with integrity e.g. honest, collaborative, transparent, communicative, supportive, hardworking etc. is how you show your character.

This is how you earn trust.



Making wise decisions, delivering to a high standard, on time, to budget - doing what you say you will and making every day your masterpiece.

This is how you keep trust.



Use intelligence, creativity, experience and sweat to develop solutions that are excellent.

This is how we will improve as a business.



Be high energy, enthusiastic, can do, use your personality to make a difference, make shit happen, have fun and celebrate success.

This is why we'll enjoy the ride.



We only win as a team so we focus on the success of the team – it's we not me, make sure the next person succeeds.

This is how we pass the Purple forward.



Be kind, be thoughtful and ensure your actions are always enriching and never diminishing the lives of those you come into contact with.

This is the glue that binds us together.

We are purple



We look forward to hearing from you!

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