

Hello.

We are Eagle Eye.

The Platform Consultant (APAC)

Location: Melbourne

Reports to: Delivery Team Lead (UK) / The General Manager APAC (Australia)

Date: Feb 2021

The Platform Consultant is to be the go-to person for functional and technical knowledge about the platform. They will work predominately with our larger customers, supporting the project delivery team to ensure that our platform is being used in the best way possible. Their role is to translate customer business requirements to our platform capabilities and assist customers with detailed knowledge about our front end and API level features.

TYPICAL DUTIES INCLUDE

- Understanding and translating customer requirements into Eagle Eye capabilities
- Owning the technical solution with the customer and supporting their technical teams during delivery
- Deep understanding of 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 the 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
- Building strong relationships with key team members in the UK to ensure that the needs of ANZ customers are effectively represented
- Supporting pre-sales efforts and the preparation of sales presentations and proposals

About you.

YOU HAVE

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

YOU ARE

- Flexible to support working with teams in other countries and time zones
- Able to solve problems and make decisions without the immediate support of others
- A collaborative worker
- Able to plan and organise effectively

Why us?

One-to-one marketing to customers has always been the holy grail. In the pure-play digital world, this is achievable, meaning that customers now expect the same regardless of the channel or retailer they're interacting with. At Eagle Eye, we believe that, through technology, there is now a better, simpler and highly efficient way to achieve genuine omnichannel personalisation.

Eagle Eye offers the best-in-class personalised digital loyalty and promotions platform for omnichannel retailers globally.

We are a business run by the ex-deputy CEO of Tesco and our founder still plays a huge part in our business. We are expanding rapidly and going global, with offices now in the UK, Canada and Australia, meaning there are plenty of opportunities for progression.

We love being social and get together for beers (or soft drinks!) and snacks every Friday, as well as an annual company summer event and location-specific Christmas parties.

We have cool tech. We've recently moved to Google Cloud and we are helping our people become Google Certified. We have some huge clients such as Woolworths, The Warehouse Group, John Lewis & Partners, Asda, Greggs, Loblaws, JD Sports, Sainsbury's, Southeastern Grocers and Tesco.

We also like to give back, so we support local and larger charities through various events organised by our charity committee. We foster an environment promoting good mental health and now have qualified Mental Health First Aiders within the business. We create an environment in which people are empowered to create their own solutions, challenge existing methods and make their own decisions.

We look forward to hearing from you!

Eagle Eye Solutions Australasia Pty Ltd.

Level 2, 161 Collins Street, Melbourne VIC
3000

eagleeye.com

@weareeagleeye

+(61) 0428 537
925