Role Mandate

Job Title:	OutSystems Technical Lead
Function /CFBU:	IT
Dimensions of the Job:	2 direct reports
Reports to:	Head of IT Solution Delivery
Location:	Runcorn

Job Summary:

Establish the new OutSystems function putting in place appropriate practices, standards, techniques and tools.

Leading your team work with customers to truly understand business problems and opportunities. Using OutSystems low code platform architect, design, build and deploy innovative digital solutions. Play an active part in all stages of the process from initial idea through to launch and move to BAU.

Demonstrate a strong commitment to team growth through a blend of directed training, knowledge transfer and code review.

Responsibilities:

- Establish the new function by putting in place appropriate practices, standards, techniques and tools
- Keep abreast of industry trends and advances within the practice of software development. Drive the continuous evolution of best practices in the OutSystems development team
- Handle a split between architecture and design responsibilities, and programming responsibilities
- As a technical leader or contributor (or both), solve problems of considerable scope and complexity and mentor less senior developers with their work
- Build solutions, primarily using OutSystems Low Code Application Platform
- Develop custom extensions to OutSystems in C# where there is a need
- Integrate with other business applications typically using RESTful APIs
- Collaborate on team growth through peer coding, code review, and knowledge transfer
- Ensure appropriate QA processes are in place and followed including unit and integration testing, and usability testing. Automate testing as far as possible
- Ensure an appropriate level of documentation is maintained for developed solutions

- Work collaboratively across the IT function to ensure that appropriate support processes are put in place for developed solutions

- Work with colleagues across the wider business to ensure that appropriate consideration is given to security and data protection at the earliest opportunity and prior to build.

General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people
- Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.

Key Experience, Knowledge, Skills & Qualifications:

Key Experience

- Several years' professional experience in software development, ideally C# or Java.
- Minimum 2 years' development experience with OutSystems or a similar low Code Platform.
- Strong experience in developing web and mobile applications.
- Experience with leading and mentoring other members of the development team in design, development, implementation, peer code reviews, and technical meetings

Knowledge and Skills

- Knowledge of software engineering principles, algorithms, data structures, and object-oriented design.
- Proven ability to design and optimize application and data integration processes across systems.
- Understanding of RESTful APIs and how to use them in practice.
- Delivering software using Test and/or Behaviour Driven Design and familiarity with test automation and CI/CD pipelines.
- Lean and/or agile ways of working and use of supporting tools, ideally Jira or Azure DevOps.
- Familiar with the principles of usability and its application

Qualifications

- Degree in Computer Science or Engineering or equivalent experience.
- OutSystems certification is a plus.

Key Interfaces

- CFBUs
- Upstream and downstream customers
- Business Support Functions
- IT function colleagues at all levels
- PHOENIX Corporate IT

Date Created | Reviewed:	
Business | Functional Lead Name: (CAPITALS) **Signature:**	
HR Lead Name: (CAPITALS) **Signature:**	

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
- encourages innovation and improvement

Business | **Customer**

Quality | **People**

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement