



About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps that allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Belk, the Cotton On Group and FeelUnique.

The London-based start-up has offices in London and New York. Founded in 2011, the company is VC-backed raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

About the role - Solutions Architect

Reporting into the Head of Professional Services, you will be tasked with supporting pre and post sales processes through a combination of commercial thinking and technical expertise. You will be a customer champion and an app commerce advocate, to both internal and external stakeholders.

You will work closely with the product, services and commercial teams and be the go-to technical expert in commercial processes. You will act as trusted advisor to prospects and clients on how to launch, integrate and manage an app within their existing infrastructure, while at the same time providing insight and feedback that will allow us to increase profitability and predictability continually improving our offering and go-to-market strategy.

What you'll be doing

- Shape the vision and solutions of our technology platform to support the growth ambitions of Poq
- Using your technical and supply chain process expertise help solve complex business problems
- Translate multiple challenges and opportunities into balanced solutions
Drive alignment between technology and business solutions architecture across the supply chain and operations
- Lead the architecture, design and build of technology product and solutions addressing complex business problems
- Create blueprints and frameworks for new solution development & changes to the existing products / solutions
- Work closely with product, software engineering and delivery teams to ensure technology products and solutions are delivered and conform to our architecture principles and standards
- Map business outcomes to architectural solutions in the mobile apps and API integration area
- Assist customers in understanding the benefits of a properly architected IT solution and the approaches and methods involved
- Technical design of client solutions, this includes a lead role in project discovery and definition workshops, creating scope and development estimates, and documenting requirements/designs
- Provide technical direction and guidance, development oversight, and support the successful delivery of projects
- As part of pre-sales and post-sales phases, architect and design leading mobile ecommerce solutions that support industry leading best practices in technology, features, performance and scalability
- Taking End to End responsibility for the architecture definition and realisation through the project delivery lifecycle
- Provide technical problem resolution to complex issues
- Contribute to on-going process, documentation, and methodology improvements within the Poq Professional Services team
- Work with cross functional teams such as engineering and product management to provide feedback and support the evolution of the product and platform infrastructure
- As POQ expands globally, you will play a key role in starting and steering projects with international clients (mainly in US and Australia) and development partners

What you'll have

- At least 5+ years in professional services/consulting



- Hands on experience in technical architecture definition, and working knowledge of varied front-end, middleware, and backend technologies and frameworks
- Confidence to present solutions and influence/engage key senior level stakeholders, exceptional communication skills including written and verbal communications as well as visualizations
- Ability to assimilate and correlate disconnected documentation and information, and articulate their collective relevance to the organisation
- Strong situational analysis and decision making abilities and the ability to initiate discussion and influence outcomes
- Work with a high degree of autonomy on delivering outcomes that exceed client expectations
- Owning and creating complete Solution Design Documents including all associated documentation
- Ensure that solutions will meet budgetary constraints and experience providing tender solutions/proposals
- Proven track record and experience in architecture and solution design in e-commerce
- Solution Architecture experience designing and implementing complex enterprise applications in B2B2C environment
- In-depth hands-on experience working with a cloud provider, e.g. Azure
- .NET experience

Poq Values & Behaviours

Deliberate

- We move forward constructively with integrity and purpose
- We bring the best version of ourselves every day
- We are experts and innovators at the top of our game

Enterprising

- We are ambitious, resilient and passionate about what we do
- We are creative thinkers, problem solvers, decision makers
- We do great work and get things done together

Honourable

- We take ownership and hold ourselves accountable
- Take pride in our product, our work and each other
- We are honest, decent and do the right thing

Open

- We are open to ideas, learning and evolving
- We work together as one team
- We celebrate and embrace our diversity

How to apply

If you're excited about joining the team at Poq, the opportunity and resonate with our Values, then we'd love to hear from you. Please email your CV to recruitment@poqcommerce.com

GDPR Compliance at Poq

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.