



**Position:** VP, Engineering Operations

**Department:** Engineering

**Reports to:** CTO

**Location:** Remote

### **Company Introduction**

Prepaid Technologies is a fast-growing fintech company that is digitizing business payments by deploying operationally excellent, on-demand, prepaid solutions for a variety of applications and verticals. We have an opportunity for a VP, Engineering Operations with knowledge of enterprise software to join our engineering team. This is an exciting opportunity to learn while playing a role in critical initiatives at Prepaid Technologies.

### **Position Summary**

The VP, Engineering Operations, will own the WorkStride platform, which is a configurable reward and incentive programs software tool that provides a modern reward experience. The WorkStride tool's goal is to provide the most effective and results-driven solutions, centered around client needs and reinforce positive behaviors that produce results and growth. Our solutions blend the valuable elements of a meaningful user experience, powerful administrative control, desirable rewards, flexibility and scalability.

In this role, the VP, Engineering Operations will implement and improve operational efficiencies to remove roadblocks and ensure excellence in delivery, while managing a team of developers that design, build and deliver reliable and scalable web applications as it relates to customer implementations, migrations, and support efforts. This role will work across all functions and possess a relentless commitment to quality and all things operationally effective.

### **Primary Responsibilities include, but not limited to:**

- Be an effective leader of people and process.
- Develop documentation for engineering process validation, protocols, best practice and test plans.
- Identify gaps and design organization structure improvements, optimal workflows and align internal processes.
- Organize teams to resolve escalated customer issues.
- Manage new customer development, migration, new feature, and implementation work.
- Ensure recurring maintenance work for existing customers is completed accurately and on time.
- Ensure accurate and on-time roll out of new feature upgrades to existing customer base.
- Oversee and troubleshoot bug fixes as needed.
- Manage IT infrastructure efforts including cloud infrastructure, information security and data integrity.
- Work closely with management and teams to define and meet department weekly and quarterly objectives.
- Prepare and present reports and data as necessary.

## **Requirements:**

- Bachelor's Degree or higher.
- Strong understanding of software development processes and best practices.
- 7+ years of experience leading one or more development teams of varying levels.
- 7+ years of experience building server applications with Java, Tomcat, SQL Server, jQuery and Sass.
- Strong understanding of client/server technology.
- Familiarity with agile development processes.
- Must be organized, proactive and customer service oriented.
- Excellent problem solving and critical thinking skills.
- Strong verbal and written communication skills, plus be a confident presenter.
- Experience with Employee Engagement, Human Capital Management, CRM, or other related industry a plus.

## **Our Culture**

The unique culture at Prepaid Technologies is hard to beat, where innovation and a hard-working environment go hand-in-hand with a casual and fun atmosphere. We promote an energetic and team-oriented workplace where collaboration and a results-driven attitude is key to our success.

## **Our Core Values**

- We look for **Solutions** and ask "Why Not?"
- We are **Nimble** and **Creative** and use those strengths to **Innovate**
- We embrace and leverage **Technology**
- We have **Passion** for our work and our customers
- We row together with **Respect** for everyone we work with
- We have **Fun** – life is short

## **Our Benefits**

Prepaid Technologies, Inc. is an Equal Opportunity Employer and provides a competitive, comprehensive compensation package for full-time employees.