



Join the experience revolution

VoiceFoundry has been at the forefront of designing contact center solutions that create exceptional customer experiences. We are passionate about the customer experience and specialize in the delivery of [Amazon Connect](#), a cloud-based enterprise contact center solution. Our global team matched with our partners are uniquely focused on helping businesses improve customer engagement, while maximizing the benefits of the cloud.

We are true believers in making every interaction intelligent, natural and downright enjoyable. If you want an opportunity to make a difference every day for customers, take a look at VoiceFoundry and join our team.

AWS Engineering Team Lead

Skills / Traits

- Demonstrated expert knowledge of AWS services and cloud architecture.
- Experience with AWS services, including Lambda, DynamoDB, S3, CloudFormation, RDS, Redshift, VPC/Network configurations.
- 5+ years of development experience in web development roles.
- A strong understanding of the way the web works.
- Thorough knowledge of agile methodologies such as Scrum.
- Ability to mentor more junior team members and to correct in a constructive manner, fostering growth in the team's skills while strengthening relationships amongst team members.
- The ideal candidate seeks to understand before prescribing a solution.
- Love of technology and the latest and greatest in development best practices, especially the latest services from AWS.

Preferred

- AWS Certifications - Solutions Architect, Developer, or Sysops.
- Extra preference given to candidates with multiple certifications, including pro-level certs.
- Strong knowledge of CloudFormation and the Serverless Framework.
- Experience with AWS Services such as ElasticSearch/Kibana, AWS Glue, Athena, QuickSight, Transcribe, Comprehend, Sagemaker.

Role in the organization

While we build some products of our own, we are primarily a professional services firm. Our teams function as autonomous units working with one to three clients at any given time, depending on the project size. The teams consist of three to four developers, including the team lead, and a project manager. These delivery teams receive SOWs and rough requirements from



our sales team. This team lead role works with the PM on their team to perform more detailed discovery and to plan out the sprints of the project alongside the client's product owners. Our teams are more of a group of equals than a hierarchy, but the lead has the final say and responsibility for the technical decisions made on a project. As such, the team lead must be able to handle professional conflict in a way that is productive and edifying, not destructive to the morale of his/her teammates. Team Leads report to a technology manager who has significant experience in cloud systems design and project management themselves. Additionally, team leads are expected to contribute to best practices documentation within the organization. We are in an ever-evolving field of AWS-focused contact center implementations, and the team lead is expected to stay up-to-date on the latest and greatest from Amazon as well as the broader industry. The team lead is expected to help VoiceFoundry continue to polish our practice to deliver faster with higher quality and better performance for our clients.

Day to Day

Our Team Leads are the most senior developer on their team. They function as architects that still write code. While each day is different, the following provides an example.

- Morning meetings with internal team and clients.
- Requirements analysis and design conversations when you have a new project starting..
- Working on issues in Jira with your team - building systems, creating CloudFormation/Serverless templates to deploy resources, etc.
- Helping junior team members with struggles in code and in teamwork.
- Studying new AWS Services, tools, or even new languages to address project needs.
- You need to be ready to learn quickly!

Please submit your letter of interest and resume to careers@voicefoundry.com