

Argentina Jobs Expertini®

Sr. Software Engineer - Integrations (LatAm)

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Company: ReflexAI

Location: Argentina

Category: computer-and-mathematical

Reports to: Director of Software Engineering Location: Latin America Hours: Full-time Salary: \$65 - \$95K About ReflexAI ReflexAI brings the best in machine learning and natural language processing to mission-driven, people-centric organizations via innovative tools that transform how they train, develop, and empower their frontline teams. About this role As a ReflexAI backend software engineer specializing in data integrations, your primary responsibility will be to design, implement, and maintain secure integrations between our AI-driven quality assurance platform and various leading contact center applications like Vonage Contact Center, Salesforce, RingCentral, Twilio, and Genesys. Your expertise in secure coding practices and data protection will play a critical role in handling the highly sensitive data we manage. You should bring strong back-end engineering skills, and have a deep knowledge of modern web application tools and architectures including Typescript, NestJS, cloud services (GCP and/or AWS), automated testing such as Jest, DevOps such as Terraform and Github Actions, and REST APIs. You'll be tasked with ensuring the highest standards of data security while facilitating seamless, efficient integration processes that contribute to our mission of enhancing quality assurance in high-stakes contact centers. This role combines deep technical knowledge, a passion for data security, and the ability to work collaboratively across teams and with external partners. What you'll do Lead the development of backend data-ingestion services, ETL systems, and APIs that are not only robust and scalable but also adhere to the highest standards of security and data protection Implement comprehensive security measures including data encryption, secure data transfer and storage techniques, and compliance with regulations such as HIPAA

Collaborate closely with product and engineering teams within our organization as well as with external partners to identify integration needs, troubleshoot issues, and streamline the integration experience Create and maintain detailed documentation that highlights the security features and processes of our integration capabilities, serving as a go-to resource for both internal teams and external stakeholders Participate actively in our agile development process, contributing to all stages from planning and development to deployment and support, ensuring consistent security oversight and input throughout Take ownership of resolving any system issues as part of our on-call rotation Continuously update and expand your knowledge of security protocols, tools, and cloud technologies (specifically MongoDB, Google Cloud Platform (GCP) and Amazon Web Services (AWS)) to ensure our approaches remain cutting-edge and effective Other tasks, duties, or special projects as assigned Throughout everything you do, deliver solutions that are aligned with our values of Security, Customer Impact, Long-term Mindset, Innovation, and Inclusion Requirements for a great fit Significant experience (typically 5+ years) architecting, developing, and launching software products and/or services Significant experience (typically 5+ years) working with Google Cloud Platform (GCP) and/or Amazon Web Services (AWS) Demonstrated expertise and hands-on experience in backend development, specifically with designing and implementing secure APIs and integration solutions Proven track record of implementing robust security measures, including but not limited to data encryption, secure data transfer, authentication protocols, and compliance with data protection regulations (e.g., HIPAA) Strong technical proficiency with MongoDB, indicating an ability to efficiently handle data storage, retrieval, and manipulation within a NoSQL database environment Excellent communication and collaboration skills across modalities including written materials and live interactions Open mindedness as demonstrated by ability to consider other perspectives, change an opinion in the face of new data, and constant desire to learn Ability to explain and present technical concepts to a wide range of stakeholders including technical experts and broader audiences Benefits Generous compensation, equity, and PTO policies Powered by JazzHR

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