



Dstny – Front-end Technical Lead

As our installation base continues to grow, we are looking for an experienced **Frontend Tech Lead** to join our team and help elevate our customer-focused services to new heights.

About the ConnectMe Platform

ConnectMe – a real-time customer care application used by contact centre teams to handle high volumes of customer interactions across voice and chat.

The platform brings real-time chat, real-time calls, and a full queue system into a single workspace, giving agents and supervisors everything they need to deliver responsive customer service.

What users do with it:

- Handle real-time chat conversations and inbound and outbound calls in one interface
- Work queued interactions through a routing and queue management system
- Record calls and review them afterwards
- Manage voicemail, including live voicemail, without leaving the application

What makes the engineering work interesting:

- **Micro-frontend architecture:** a single-spa shell hosts a large fleet of independently developed, independently deployable micro-frontends we call **plugins** — new capabilities don't touch the core shell
- **Modern React stack:** built in React with TypeScript end to end
- **Module Federation:** adopting Webpack Module Federation is our next major architectural step — a great moment to join and help shape the direction
- **Real-time everywhere:** live chat, calls, queue state, and call recording are all driven by real-time data
- **Shared design system:** a styled-components base extended into our own in-house component library, used consistently across every plugin

What we expect from you...

As a Frontend Tech Lead, you will provide hands-on technical leadership to a frontend team while actively contributing as a **senior frontend developer** on a complex, high-scale customer care platform.

You will set the technical direction for the frontend, guide architectural decisions, and **build critical parts of the system yourself**, ensuring the team delivers reliable, scalable, and high-quality software aligned with Dstny's engineering standards.

Working closely with Engineering Management, Architects, Product Managers, Product Owners, the QA team, designers, and other frontend teams, you will translate business goals into clear technical plans and executable work — and make sure cross-cutting changes are aligned with everyone they affect.

This is not a purely coordinating role — **you are expected to lead by example through code**, contribute where it creates the most impact, and elevate the technical capability of the team through both delivery and guidance.

The role does not carry formal people-management responsibility. It relies instead on technical credibility, clear

communication, mentoring, and sound judgement — leading delivery through influence rather than authority.

Requirements

- Proven experience as a **frontend Tech Lead with strong hands-on coding responsibilities**
- Extensive experience with React and TypeScript in production applications
- Strong understanding of micro-frontend architecture and scalable frontend system design
- Experience with styled-components or similar CSS-in-JS solutions, and with building or maintaining shared component libraries
- Strong understanding of component-based development, frontend performance, routing, API integration, and state management
- Solid grasp of accessibility, responsive design, and frontend testing
- Practical experience with CI/CD pipelines and Git-based development workflows
- A self-sufficient, hands-on engineer who consistently looks for ways to improve the codebase
- Strong critical thinking and the ability to make and clearly communicate technical trade-offs to technical and non-technical stakeholders

Nice to Have

- Experience with single-spa or other micro-frontend orchestration frameworks
- Experience with Webpack Module Federation
- Familiarity with React Query, Redux, Zustand, or similar state and data-management tools
- Experience with monorepos and shared frontend package structures
- Experience with authentication flows such as OAuth2 or OIDC
- Experience with frontend observability — logging, tracing, monitoring, or performance analytics
- Experience working with AI-assisted development tools such as GitHub Copilot, Cursor, or similar agents
- Experience building drag-and-drop interfaces
- Experience in telecom, UCaaS, or multi-tenant SaaS platforms

Personality & Mindset

- You lead primarily through **technical contribution and example**
- You are **proactive** — you raise issues, propose improvements, and don't wait to be told
- You take **ownership** of your tasks and their outcomes, not just your code
- You are calm and pragmatic, able to make sound decisions under real-world constraints
- You are curious and reflective, and willing to challenge assumptions — including your own
- You sync naturally with the Product Owner, QA, and other teams before making changes that affect everyone
- You enjoy mentoring developers and helping the team become more autonomous
- You care about UX details and how the product feels to the people who use it
- You care about building sustainable systems and capable teams

What You'll Do

On a typical sprint and release cycle, you will take the following into consideration.

Hands-on development (core expectation)

- Design and implement key features and complex components across the frontend (React, TypeScript)
- Build and review React pages, flows, and reusable components, especially in critical or high-impact plugins
- Review complex pull requests and refactor code to maintain high standards
- Debug complex issues across the micro-frontend shell and individual plugins

Technical leadership

- Lead frontend architecture discussions and guide the team's day-to-day design decisions
- Drive the Module Federation adoption and other cross-cutting architectural initiatives
- Break down complex initiatives into clear, executable work
- Coordinate with other frontend teams so that shared changes are aligned before they land
- Run or support architectural spikes and proof-of-concepts
- Help define how the team uses AI-assisted development tools safely and productively

Quality, delivery, and collaboration

- Set and uphold standards for code quality, testing, accessibility, and maintainability
- Collaborate with designers to turn Figma designs into polished user experiences
- Collaborate with backend teams on API contracts, permissions, and authentication
- Sync with the Product Owner to ensure work is well-understood and sequenced
- Sync with the QA team to ensure changes are testable and verified before release
- Surface risks, trade-offs, and dependencies early with proposed mitigations

What Success Looks Like

- You actively contribute to critical parts of the frontend codebase
- The team delivers high-quality software with strong technical direction
- Architectural decisions are well-balanced and well-communicated
- Technical debt is managed proactively (not ignored or over-corrected)
- Cross-cutting changes are aligned with the teams they affect
- Engineers grow in capability and independence

Your First Months

In your first months, you are expected to:

- Get hands-on with the codebase and contribute to active delivery
- Understand the micro-frontend architecture, the plugin model, and the key technical challenges
- Establish technical ownership of key plugins or areas
- Build strong collaboration with the Product Owner, QA, designers, and other frontend teams
- Help move the Module Federation adoption forward

Ways of Working

- Agile delivery (Scrum, quarterly planning cycles)
- Jira and Confluence for backlog and documentation

- Close collaboration across Product, Engineering, Design, and QA
- Structured release governance (GO/NO-GO, CAB)

What we offer you...

Work with a talented and passionate team of R&D professionals.

Gain exposure to cutting-edge technologies in cloud communications.

Enjoy a flexible work environment with opportunities for growth.

Be part of an internationally diverse company with a strong culture.

Competitive salary and benefits package.

<https://dstny.be/>