



Dstny – Technical Lead for Analytics

Dstny Analytics Platform - an Enterprise SaaS product used by telecom operators and businesses to monitor, analyse, and report on their voice and unified communications traffic.

The platform connects to a wide ecosystem of telephony systems — including **Dstny, Microsoft Teams, Cisco Broadworks**, and many more — aggregating real-time and historical call data into a single, customisable reporting interface.

What users do with it:

- Build and schedule custom reports on call volumes, agent performance, queue statistics, and SLA compliance
- Monitor live dashboards with real-time call feeds
- Export data to Excel, PDF, and other formats
- Manage multi-tenant configurations across hundreds of customers

What makes the engineering work interesting:

- **Breadth of integrations:** 36+ production telephony connector modules — spanning REST, SOAP, proprietary binary protocols, and gRPC/Protobuf
- **Plugin architecture:** each connector is a self-contained, independently deployable module — new integrations don't touch core logic
- **Reactive frontend:** heavy use of NgRx, RxJS, and real-time data streams
- **Observability first:** OpenTelemetry instrumented end-to-end (frontend traces → backend → infrastructure)
- **Active modernisation:** ongoing migration from .NET Framework towards cross-platform .NET Standard — a good moment to join and shape the direction

What we expect from you...

As a Tech Lead, you will provide hands-on technical leadership to a development team while actively contributing as a **senior software developer** on a complex, high-scale SaaS platform.

You will set the technical direction, 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 Product Owners, Product Management, Engineering Management, and Architects, you will translate business goals into clear technical plans and executable work.

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.

Requirements

- Proven experience as a **Tech Lead with strong hands-on coding responsibilities**
- Extensive experience with backend development (C#/.NET or similar)

- Solid experience with frontend technologies (Angular/TypeScript or similar)
- Strong understanding of scalable system design and distributed systems
- Experience designing, building, and operating production systems
- Ability to make and clearly communicate technical trade-offs

Nice to Have

- Experience in the telephony or UCaaS domain (e.g. SIP, CDRs, call queues)
- Familiarity with multi-tenant SaaS platforms
- Experience with analytics or reporting products
- Exposure to CI/CD, DevOps practices, and cloud environments

Personality & Mindset

- You lead primarily through **technical contribution and example**
- You are pragmatic—knowing when to optimise, refactor, or ship
- You take ownership of both **code and outcomes**
- You enjoy solving complex technical problems hands-on
- 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 stack (Angular, C#, database)
- Contribute directly to production code, especially in critical or high-impact areas
- Review, improve, and refactor code to maintain high standards
- Debug complex issues across multiple layers of the system

Technical leadership

- Guide the team's day-to-day technical direction and design decisions
- Break down complex initiatives into clear, executable work
- Ensure solutions balance short-term delivery with long-term maintainability
- Collaborate with the Product Owner to ensure work is well-understood and sequenced

Quality, delivery, and operations

- Set and uphold standards for code quality, testing, and maintainability
- Ensure systems are observable, operable, and production-ready
- Act as a technical escalation point without becoming a bottleneck
- Surface risks, trade-offs, and dependencies early with proposed mitigations

What Success Looks Like

- You actively contribute to critical parts of the 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)
- Engineers grow in capability and independence
- Systems are scalable, observable, and maintainable

Your First Months

In your first months, you are expected to:

- Get hands-on with the codebase and contribute to active delivery
- Understand the architecture, integrations, and key technical challenges
- Establish technical ownership of key services or areas
- Build strong collaboration with Product Owner and Engineering stakeholders
- Start shaping technical decisions and improving delivery clarity
- Identify and begin addressing key technical risks and improvement areas

Ways of Working

- Agile delivery (Scrum, quarterly planning cycles)
- Jira and Confluence for backlog and documentation
- Close collaboration across Product, Engineering, QA, and Operations
- Structured release governance (GO/NO-GO, CAB)

What we offer you...

Work with a talented and passionate team of DevOps, Ops, and 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/>