

# Dstny – UCaaS Engineer - Technical Product Manager

## About the role...

Dstny is a dynamic and innovative company specializing in **managed services**, with a strong focus on **UCaaS (Unified Communications as a Service)**. Our UCaaS portfolio includes a comprehensive **cloud IPBX**, an advanced **CRM connector**, seamless **Microsoft Teams integration**, and a unique **mobile and fixed phone convergence solution**.

Our **Technical Product Management team** plays a central role in designing technical architectures, producing documentation, ensuring level 3 support, maintaining and enhancing platforms, and bringing DEV OPS expertise across the organisation by identifying automation opportunities and improving efficiency.

We are looking for a **UCaaS Engineer** with a solid background in unified communications and collaboration solutions. You will take a key role in managing and evolving our in-house UCaaS platforms and will be **developed step by step into a Technical Product Manager role**.

This role combines deep technical ownership with documentation, support, platform evolution, and close collaboration with product and business stakeholders.

### What's in it for you

- Work on **cutting-edge UCaaS solutions** used across multiple markets
- Be part of a **high-impact technical product team**
- Grow into a **Technical Product Manager role** with increased strategic responsibility
- Combine **architecture, hands-on engineering, and product thinking**
- Influence platform evolution, automation, and operational excellence

### What you will do

#### Technical Architecture & Integration

- Design and implement scalable and reliable architectures for UCaaS solutions
- Work on cloud IPBX, CRM connector, MS Teams integration, and mobile/fixed convergence
- Collaborate with cross-functional teams to ensure seamless integration with other managed services

#### Technical Documentation & Procedures

- Create and maintain high-quality technical documentation, design documents, and implementation guides
- Provide clear documentation for delivery and support teams to enable efficient operations

#### Level 3 Support

- Act as expert level 3 support for UCaaS solutions

#### Platform Maintenance & Enhancement

- Maintain, monitor, update, and enhance UCaaS platforms
- Ensure high availability, performance, and continuous improvement

## DEV OPS & Cross-Department Support

- Support other departments with DEV OPS expertise
- Identify repetitive or time-consuming processes and define automation solutions
- Contribute to tools and improvements that increase operational efficiency

## Path to Technical Product Manager

- Build strong insight into the product lifecycle and contribute to product strategy
- Align technical solutions with business objectives and product roadmaps
- Gradually take ownership of parts of the UCaaS portfolio as a Technical Product Manager

## What we're looking for in you...

- Strong experience with **UCaaS, unified communications, or collaboration platforms**
- Proven skills in **technical architecture and system integration**
- Excellent **technical writing and documentation skills**
- Experience providing **level 3 support** in complex technical environments
- Hands-on mindset with **DEV OPS and automation awareness**
- Ability to communicate complex technical topics clearly and effectively
- Motivation to grow into a **Technical Product Manager role**
- **At least bilingual English-French and/or Dutch**
- **Minimum a Bachelor's degree**, ideally a **Master's degree**, in Engineering, IT, Telecommunications, Computer Science, or a related field

## What we can offer you...

- A key role in a fast-growing European tech company
- A collaborative, no-nonsense culture with room for initiative
- A team of passionate colleagues who love what they do
- A chance to make a real impact on Dstny's growth journey
- A challenging job in a fast-growing company where you can also grow yourself (with plenty of room for training)
- A competitive salary, including an eco-friendly company car with fuel/charging card or an interesting flexible mobility budget.
- Electronic meal vouchers, health insurance.
- Seniority days: extra vacation days based on your seniority (1 day every 3 years, up to a maximum of 4 days)
- Flex Income Plan: tailor extra advantages using your budget of your 13th month
- Access to Benefits@Work: enjoy discounts at a wide range of popular brands and retailers
- Flexible working hours, with the possibility of remote work. Because in digitalization, we should set a good example, right?
- A pleasant working environment in a renewed Dstny house, customized to the wishes of our Destinians.
- A great team of colleagues and wonderful customers.
- A friendly atmosphere with regular fun team-building activities or company events.

- Always fresh soup, fruit, and delicious coffee.
- To be a part of the Dstny family: an ambitious, inclusive and people-centric organisation with strong values 'ICORE': Innovation, Commitment, Obsession (for CX), Respect, Empower..

<https://dstny.be/>