centrecom

Position Description

Vacancy Title: **Application Integration Engineer [Suva]**
Location: **Suva**
Reports To: **None**

Objective

The Application Integration Engineer is responsible for designing, developing, and maintaining integrations between enterprise systems, applications, and platforms used within the organization. This role ensures seamless communication between systems such as contact centre platforms, CRM systems, payment platforms, analytics tools, and AI services to support efficient business operations and client service delivery. The role requires strong technical expertise in APIs, middleware, system integrations, and data flows to enable scalable and secure technology ecosystems.

Outcomes

Organisational Stakeholders

1. System Integration

Design, develop, and maintain integrations between enterprise applications including:

- Contact centre platforms
- CRM systems
- Billing systems
- Payment platforms
- Workforce management systems
- Analytics platforms

Ensure reliable and secure communication between systems.

2. API Development and Management

Develop and maintain API integrations to enable data exchange between platforms.
Responsibilities include:

- building REST API integrations
- managing authentication and authorization (OAuth, API tokens)
- configuring webhooks and event triggers
- documenting API integrations

3. Telephony and Contact Centre Integrations

Support integration of contact centre platforms with enterprise systems.
Such as:

- telephony integration with CRM
- AI bot integration with contact centre platforms
- call data integration with analytics dashboards
- automation of customer workflows

4. Data Integration and Automation

Design workflows that automate data movement between systems.
Such as:

- synchronizing customer data across platforms
- integrating call centre data into BI tools
- automating case creation and updates

5. Monitoring and Troubleshooting

Monitor integration pipelines and ensure system reliability.
Responsibilities include:

- identifying integration failures
- troubleshooting API issues
- maintaining integration logs
- optimizing system performance

6. Documentation

Maintain clear technical documentation including:

- integration architecture
- API specifications
- system workflows
- troubleshooting guides

7. Security and Compliance

Ensure integrations follow enterprise security and compliance standards including:

- secure API communication
- encryption protocols
- data protection policies
- role-based access controls

8. Technical Skills

Programming languages:

- Python
- JavaScript / Node.js
- Java

API technologies:

- REST APIs
- JSON / XML
- GraphQL (preferred)

Integration technologies:

- MuleSoft
- Dell Boomi
- Azure Logic Apps
- AWS Lambda

Data technologies:

- SQL
- ETL tools
- Cloud platforms:
- Microsoft Azure
- AWS
- Google Cloud

Responsibilities - Key Competencies

Competence	Description
Professional	
Technology Application	Apply technology.
Operational	
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology, Technology	

Work Knowledge and Experience

• 3–5 years' experience in application integration, systems engineering, or a related technical role. • Demonstrated experience designing and maintaining integrations across enterprise platforms. • Experience working with contact centre, CRM, billing, or workforce management systems. • Exposure to cloud environments and enterprise-scale technology ecosystems. • Experience in secure, compliance-driven integration environments

• Strong expertise in: REST API development, JSON/XML, and GraphQL Integration platforms — MuleSoft, Dell Boomi, or Azure Logic Apps Cloud platforms — Microsoft Azure, AWS, or Google Cloud Data integration and ETL tools / SQL Authentication and authorisation (OAuth, API tokens, webhooks) • Proficient in: Programming languages — Python, JavaScript/Node.js, or Java Monitoring and troubleshooting of integration pipelines Contact centre and telephony platform integrations (AI bots, CRM, analytics) Automation of data workflows across enterprise systems AWS Lambda or serverless functions (preferred)

• Strong analytical and problem-solving skills with the ability to diagnose complex integration issues. • High attention to detail in technical documentation — architecture, API specs, and workflows. • Clear communication skills to engage both technical teams and non-technical business stakeholders. • Sound understanding of enterprise security standards — encryption, RBAC, and data protection. • Ability to manage multiple integration projects with competing priorities. • Collaborative approach with strong cross-functional coordination skills. • Integrity, confidentiality, and a strong security-first mindset. • Ability to work under pressure, particularly during system outages or integration failures. • Self-motivated with a continuous improvement approach to systems and processes

Requirements

Language Proficiency

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments

No interactions found.

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Forthright	Speaks out frankly without hesitation, showing a direct manner.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Abstract/conceptual thinker	Creates abstract or generic ideas generalised from particular instances.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Imaginative	Generates ideas and images, showing creativity.
Numerate	Shows abilities in quantitative thought and expression.

How To Apply

All application to be submitted via the below link. https://jobs.hrmonise.com/details/4593/centrecom-fiji/application-integration-engineer-March2026

Contact for Enquiries

Contact Name: People & Culture

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 31 Mar 2026