

Director, Product and Engineering

Overview of reach52 and Our Work

reach52 is a fast growing, global, social enterprise, healthtech start-up working to bring sustainable, universal healthcare services to users in low-income, developing communities. We do this through an innovative service delivery model, an offline-first technology platform and embedding support within communities to help residents access health services and a marketplace of affordable private sector products. We need a socially motivated, high achieving individual to support our strategic initiatives with a number of global partners.

Our mission is divided in to two parts: community access, navigation and healthcare support on the one side; and low-cost fill-in services to sustain the solution on the other. This allows our core healthcare services and treatments to reach further into communities, prevent unnecessary suffering and save lives where state of the art services don't always get to. We work across the Philippines, India and Cambodia; and have recently started to launch in Indonesia.

The core tech product enables our service model: helping a community-based team collect data on healthcare needs, run local health services, order medicines and insurance plans, manage payments and track logistics of these products from cities back to the communities. We have a growing tech team (10+ engineers) and an exciting product roadmap that will take us from data analytics, to supply chain management, to automated symptom checkers to help check on medical conditions (likely using AI/ML over time)

Going to work each day and creating new ways to positively impact people's lives is at the heart of what we do. To learn more about reach52, watch this short video <https://vimeo.com/386671270>

Overview of the Role

With our suite of apps that work both online and offline in low resource settings, proven service model, strong partnerships and a growing pipeline of work; we are seeking an experienced technical Tech Lead (Principal Architect / Engineering Lead) based in Bangalore, for our next phase of growth as we build our v2.0 of our product.

The Tech Lead's core focus will be to play an integral role in setting the company's strategic direction, development, and future growth. In this position, you will oversee our overall technology development, product lifecycle, develop our apps and manage all information technology resources of our company - working closely with management and our Product Manager to shape our product further.

The ideal candidate is passionate about our mission to deliver healthcare through digital health models in underserved areas. She/he will be an experienced leader in the tech space across several companies, ideally including startups, and an ambitious, multitasking go-getter who thrives in a fast-paced environment.

Employment: Permanent with 3 months' probation

Start Date: ASAP

Location: Bangalore, India

Reporting to: CEO

Role Scope and Responsibilities

The core role scope and responsibilities will be:

- Work as part of the Management Team at reach52 to deliver a broad range of strategic initiatives in our roadmap
- Lead the architecture and design of our tech product (version 2.0 of our current apps) including selecting the best fit technology platforms, data and system architecture that fits the company's midterm needs
- Identify, compare, select and implement technology solutions to meet current and future needs
- Manage Engineering Leads and deliver requirements/design for product development in a timely manner
- Support quality assurance team and ensure our product is rigorously tested and meets specification
- Work closely with our Infrastructure Manager to ensure robust operations of our product for an affordable price (through an efficient use of cloud-based resources)
- Teambuilder: Leads by example, inspires team, respected for technical capability
- Continuously improve and drive best practices around software engineering, code writing, and lead the resilience and scalability of solutions
- Create overall technology standards and practices and ensure adherence
- Track, analyse and monitor technology performance metrics
- Work closely with Management, Product Management, Business Development and Operations to define and deliver new products and enhancements
- Step in to support in DevOps, bug triaging, quality assurance and testing wherever needed

Person Specification

The ideal candidate will have:

- 6-10 years of industry experience with 5+ years of experience leading engineering teams
- Deep knowledge of architecture and design
- Knowledge of Healthtech / digital health is strongly preferred – or a knowledge of insurance/fintech, or supply chain management
- In-depth knowledge of web systems architecture, design and development
- Hands on experience with complex project management, comfortably with Agile and Scrum-based working
- Outstanding communication, interpersonal and leadership skills
- Excellent organisational and time-management skills
- Proactive problem solver
- Attention to detail
- Strong grasp of full stack networking, scalable back-end, and all genres of platforms such as:
 - Cloud platforms
 - Java / Kotlin / node.JS / ReactJS / AngularJS
 - SQL and NoSQL databases and replication
 - Commercially secure communications
 - Website / API security
 - Application integration
 - Design of off-line services
 - Containerisation (docker)
- Willingness and ability to travel in the region, and to rural areas
- Love dynamism and an ever-changing set of challenges and projects to work on

Interested candidates may send in their CV to operations@reach52.com