



Role Description

Technical Manager



About the Role:

We're looking for an experienced Technical Manager who works well with people and understands the role that code and technical systems play in a creative, team-focused environment. You'll be working with people across the organisation, especially other managers, bringing a technical lens to organisational challenges and growth. You'll also be a key mentor for other programmers, providing line management functions and regular one to ones for other staff, supporting their professional development and personal growth. You will also need strong and extensive experience in game development, having a good understanding of the challenges inherent to the domain, and excellent communication skills, with a focus on sensitivity, listening, and facilitation as means to work through whatever you may encounter.

The Technical Manager's responsibilities include:

1. Responsibilities include, but are not necessarily limited to:
 - Manage a number of technical staff, through:
 - One to ones.
 - Performance reviews.
 - Being a proactive support person.
 - Where appropriate conduct difficult or sensitive conversations with direct reports, with empathy and clarity.
 - Participate in strategic and tactical management of the tech division through:
 - Goal setting and execution.
 - Supporting the CTO in staff assignment planning.
 - Consulting on the achievability of projects/other technical work.
 - Participating in recruitment efforts, supporting ongoing development of process and being a key member of the recruitment team.
 - Collaborate with managers and leaders across the organisation to support studio function and change.
 - Develop code as appropriate and when required.
 - Write quality code, adhering to coding standards and studio development policies.

- Identify areas of code which are appropriate for re-use across projects or are in need of refactoring when time permits.
- Test implemented functionality prior to handoff to QA.
- Work with QA staff to facilitate efficient testing of game features and rapid iteration.
- Iterate effectively and as required.
- Build tools to support testing and design staff, in order to improve studio efficiency.
- Architect and take ownership of multiple systems of varying sizes.
- Document code and systems.
 - Determine documentation requirements for systems in consultation with relevant staff.
 - Produce API and system documentation.
 - Review and direct documentation efforts.
- Manage a subset of studio core technology and tools if appropriate, determining priorities and ensuring maintainability and quality over time.
- Proactively learn new skills and technologies to serve studio needs.
 - Advocate for change in project and studio practice where appropriate to facilitate better development practice and improved efficiency.
- Act as a core technical backstop for the studio, supporting any and all tech staff when they are struggling with issues that cannot be resolved through other channels.
- Be able to rapidly upskill in order to support urgent technical needs on products when required.
- Help advance the wider tech division to think and operate beyond their known skills, techniques and abilities, to allow for continual growth and development towards maintaining the technical quality and maintainability of PikPok products.
- Willingly interact with people across the studio (face to face) and actively participate in discussions and meetings where appropriate.
- Ask questions and seek clarification and assistance when needed
- Effectively listen to and take on board feedback, guidance, and instruction. Follow through on provided guidance and feedback in day-to-day practice and work.
- Demonstrate an understanding of the wider technical and experiential goals projects and where appropriate contribute meaningfully towards this, and guide other programmers of all levels in this too.
- Demonstrate an understanding of studio objectives and business functions, and support these where possible and appropriate.
- Collaborate with art and design to realise the ambitions other disciplines have for in development projects.
- Support Product Managers/Owners and tech leads to plan feature/project delivery.
- Work with project tech leads to ensure plans are realistic and achievable.
 - Ensure timelines accommodate realistic task estimations, and if necessary support and facilitate re-scoping with relevant disciplines (art, design, production) to fit timelines and budgets.
- Demonstrate a sound understanding of Agile development as it relates to project/team-level requirements and expectations, and participate as required.
- Apply a solutions focused attitude. When presented with a task or challenge, discuss the best way to achieve the intent and the possible costs as a result.

- Work effectively, think clearly and remain calm under pressure, especially with critical-path work.
 - Identify technical risks and work to resolve these with project and studio management.
 - Lead other tech staff to aid in feature delivery (if applicable).
 - Be familiar with studio games, and play relevant PikPok and reference titles (e.g. if working on *Rival Stars: Horse Racing* then they should have played it).
 - Mentor more junior staff in programming and architecture.
 - Demonstrate strong, senior level, soft skills and professional practice, advocating for these and supporting other developers in their learning thereof.
 - Undertake projects as requested by the Chief Technology Officer.
 - Actively uphold and promote company values.
2. Contribute to the effective and efficient operations of PikPok by:
- Participating actively as a member of the PikPok team.
 - Fostering open, two-way communications at all levels.
3. Provide PikPok with professional services which are recognised as:
- Highly professional and competent.
 - Offering a superior level of service.
 - A source of value-added input.
 - Highly proactive in carrying out its functions.
 - Understanding PikPok strategies/objectives and the support required to achieve these.
4. PikPok's priority is the health and safety of all those around us. Our people are encouraged to work together to provide a safe environment for all, by:
- Ensuring health and safety procedures are understood and adhered to.
 - Reporting all identified hazards to hr@pikpok.com within five working days.
 - Reporting all accidents, incidents or near misses to hr@pikpok.com within two working days.
 - Participating in Health & Safety training as required.
 - Taking responsibility for personal Health & Safety behaviour in the workplace.
 - Completing any requests to support H&S correction activity in and for the Studio.
 - Actively supporting Health and Safety initiatives in the Studio.
 - Recognise and reward positive health and safety behaviours in others (if a manager of people).
 - Promote and encourage process improvement opportunities to further improve health and safety (if a manager of people).

Stakeholders and key relationships

Internal:

- Chief Technology Officer
- Technical Managers and Online Services Manager
- PikPok Leadership team
- People and Culture Director
- Tech Leads

Live the PikPok values

Be Curious

Be interested in everything and ask questions often. Strive to understand our players' needs and follow that through in your work. Be okay with challenging your own preconceptions and established ideas and understand how important this is to growth. Recognise that everyone has something to learn, but also that everyone has something to teach. Bring enthusiasm and passion to your work.

Take Ownership

Take responsibility for your work, be willing to make a commitment and own both successes and failures. Have the maturity to learn from mistakes and be hungry for feedback, and don't let uncertainty result in procrastination. Understand that quality is everyone's business and push yourself and others to own the delivery of that quality. Be reliable, finish what you start, and work to make your contribution the best that it can be.

Collaborate Well

Show a willingness to collaborate and to think beyond yourself. Listen actively to others and strive to acknowledge and appreciate their point of view. Understand that 'you are not your work' and that constructive critique and collaboration is important in making anything the very best that it can be. Understand your shared and common purpose and work to support and nurture your colleagues. Be respectful, be understanding, and be kind.

Benefits

PikPok offers a wide range of great benefits, outlined on our [careers page](#).