



Technical Customer Support Engineer

REMOTE / SUPPORT ENGINEERING / FULL-TIME

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Remote Based - Monday to Friday UTC to UTC-3

#LI-Remote

Who are we?

Snowplow is a best-in-class data collection platform built for Data Teams. Our Insights offering has grown significantly, and we now orchestrate and monitor the Snowplow event pipeline for nearly 200 customers, many of them processing billions of events per month.

Our mission is to empower every organization to create value through deep understanding of their customers. We have clear guiding principles and company values to keep us aligned on our journey and we now need creative and empowered individuals to help us execute on our mission.

Our values include key ideas around inclusivity, transparency and growth - we want to build a conscientious company helping each other and our customers achieve brilliant things.

We recently closed our Series A2 fundraise with Atlantic Bridge and MMC Ventures and Gartner has recognised us as a cool vendor in Marketing and Data Analytics 2020, which we think is, you guessed it, pretty cool.

What we're looking for:

- **Someone who loves to solve problems. All day. Every day.** From the comfort of your own home, or from wherever in the world you want to work. If that's you, read on.
- **Someone who can talk to customers.** Even more, you can help customers with complex technical issues, but with buckets of empathy.
- **Someone with an analytical mind, who is absolutely unfazed by problems they don't understand.** Our product is technically complex. You'll be learning every single day.

Who you are:

- **You're calm in a crisis.** You're flexible. You cut through the noise and spot the priorities.
- **You're passionate about programming.** Web development and web apps weave their magic for you.
- **You understand and love UNIX and Linux.**
- **You'd jump all over a JavaScript problem.**
- **You're clued-in on cloud technologies like AWS and GCP.**
- **You're qualified.** You probably have a Computer Science or data-related degree, or top marks from a coding boot camp, or you can demonstrate that level of knowledge. You have a mature and curious attitude to security, documentation and process. A bit of SQL might help.
- **But coding isn't enough by itself. You're going to be a great communicator.** You're keen to understand and help customers succeed with our product. You're innovative and effective. You're inquiring and keen to learn.
- **Most of all, you know that technical support is a place you can exercise your technical chops, and build a career.** You'll get the opportunity to do that at Snowplow. This is a skilled, multidisciplinary and demanding role, supporting a technology stack with multiple external dependencies. Our Support Engineering team is on a critical mission to keep our customers event pipelines running robustly, many of which process billions of events per month, and to help our customers extract the most value from their real-time event data.

We're flexible on where you want to work from, but this is 24x7 support, and so we have specific coverage needs to fill. Right now, that means we're looking for someone who can work these days and time zone: Monday to Friday UTC to UTC-3 (approximate working hours 9am-5:30pm local)

If this sounds like you, please get in touch. We know that some of you might be reading this and thinking you need to be 100% qualified to even apply. But we value diversity, and **we hire as**

much for potential as any qualification. If you think you can help solve our challenges, we'll invest in your training. **We can teach almost anything to someone with drive, a strong sense of ownership and a willingness to learn.**

A little about Snowplow and the environment you'll be working in:

Our company values are Transparency, Honesty, Ownership, Inclusivity, Empowerment, Customer-centricity, Growth and Technical Excellence. These aren't just words we plucked out of thin air, we came up with them together as a company and are continually looking to find new ways to weave these into our day to day operations. From flexible hours and working locations to the way we give feedback, we're passionate about building a company that supports both company and individual development.

What you'll get in return for being awesome:

- A competitive package, including share options
- 25 days of holiday a year (plus public holidays)
- Freedom to work from wherever suits you best
- Cycle to work scheme
- Two fantastic company Away Weeks in a different European city each year (or when this isn't possible, we have "Stay Away Weeks")
- Mental health support including therapy sessions
- Work alongside a supportive and talented team with the opportunity to work on cutting edge technology and challenging problems
- Grow and develop in a fast-moving, collaborative organisation
- MacBook Pro
- Convenient location in central London for those who want to work there
- Continuous supply of Pact coffee and healthy snacks in the office when you're here!

Snowplow is dedicated to building and supporting a brilliant, diverse and hugely inclusive team. We don't discriminate against gender, race, religion or belief, disability, age, marital status or sexual orientation. Whatever your background may be, we welcome anyone with talent, drive and emotional intelligence.