

## Solutions Architect

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**Tech Stack:** AWS, GCP, Azure, Terraform, Pulumi, EventstoreDB, Grafana, Vector, Linux, ZFS, Tailscale, Github, Google Workspaces, Slack, Hubspot

**Languages:** Go, Rust, and Typescript, C#, Java, Python, Ruby

**Location:** We are 100% remote but it is important to have significant overlap with the US East Coast time zone

Event Store is a rapidly expanding Open Source Software Database company, embarking on an exciting growth journey to revolutionise how modern distributed systems are built. The users of Event Store products and services are software architects, senior developers, and operators who strive to build and maintain world-class software applications. Event Store is poised to become a leading database technology for modern distributed applications and these architects, developers, and operators require a high performing database to leverage for their applications.

As a Solution Architect you will be a critical member of our Customer Success and Engineering teams, responsible for ensuring the success and satisfaction of our clients. You will work closely with our customers, providing technical expertise, support, and guidance throughout their journey with our products or services. By understanding customer needs and proactively addressing any challenges they may encounter, you will play a pivotal role in driving customer retention, loyalty, and advocacy.

Your expertise will bridge the gap between business needs and technical capabilities, helping customers understand how our solutions can address their unique challenges and drive value for their organisations.

### Responsibilities

- Collaborate with customers to understand their business objectives and use cases, and provide tailored solutions to address their needs effectively.
- Proactively monitor customer usage and identify opportunities to optimise their experience and drive greater value from our products or services.
- Assist in the implementation and integration of our solutions within the customers' existing systems and infrastructure.
- Provide ongoing support and guidance to customers through regular check-ins, status updates, and performance reviews.
- Gather customer feedback and insights to provide valuable input for product enhancements and roadmap planning.

- Stay up-to-date with industry trends, best practices, and emerging technologies to share insights with customers and provide proactive recommendations.
- Participate in customer success initiatives and contribute to the continuous improvement of the customer success process.
- Work closely with the product development and engineering teams to provide customer feedback, identify opportunities for product enhancements, and ensure that customer requirements are met.
- Participate in RFP/RFI responses, collaborating with the sales team to ensure accurate and compelling technical content.
- Collaborate with cross-functional teams to develop and improve sales tools, technical collateral, and product documentation.

## **Requirements**

- Bachelor's degree in Computer Science, Engineering, or a related technical field.
- Proven experience as a Customer Success Engineer, Technical Account Manager, or similar customer-facing technical role.
- Strong technical background with the ability to understand and explain complex technical concepts to both technical and non-technical audiences.
- 5 years of professional experience as a software engineer.
- Expertise in at least two programming languages, such as JavaScript, Python, Java, C#, Rust, Go, or others.
- Excellent communication and interpersonal skills, with a focus on building strong customer relationships.
- Empathetic and customer-centric approach with a genuine desire to help customers succeed.
- Problem-solving mindset with the ability to think analytically and creatively to address customer challenges.
- Familiarity with cloud technologies, APIs, integrations
- Proven software development experience
- Strong project management and organisational skills to handle multiple customer engagements simultaneously.
- Ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.
- Willingness to travel occasionally for customer meetings and events (if required).

## **Nice to have**

- EventStoreDB knowledge
- Familiarity with Event Sourcing paradigms, CQRS, Domain Driven Design
- Knowledge of software development, software infrastructure, and operations processes

## **All About You**

The ideal candidate for this position:

- Is passionate about helping customers succeed.
- Loves creating innovative solutions to problems in a collaborative fun environment
- Has advanced knowledge and understanding of modern software and platform engineering concepts and methodologies
- Is passionate about software quality and comfortable in a fluid environment
- Shows initiative and demonstrate a willingness to take on challenging opportunities
- Possesses excellent communication (verbal and written) and strong collaboration skills
- Must be driven, highly motivated and a strong team-player, but able to work independently in a high trust environment to do the right things
- Is eager to mentor team members and grow the skills of the next generation of software engineers

Classification - Level 1 internal

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Last updated in a new version - 11 Aug 2023