



Manager, Engineering

Scale Computing is looking for a hands-on, self-motivated, entrepreneurial Engineering Manager who enjoys managing engineers and solving complex customer problems to build and lead a new team of escalation engineers.

The ideal candidate should have experience leading software development teams remotely, both on-shore and off-shore. In addition, they should have strong communication skills allowing them to coordinate efforts across the engineering, support, product, and quality teams.

As Scale Computing extends its reach globally, the engineering team must grow to support this growth and be able to respond to escalations from the customer support team in a timely manner for customers everywhere. In this role, you will assist the VP of Engineering in redefining and evolving how the engineering team handles customer escalations in a global environment.

Scale Computing consistently ranks at the top of the industry in customer satisfaction due in no small part to the engineering team's commitment to quality and our world-class Customer Support team. You and your team will be responsible for diagnosing customer issues escalated by the Customer Support team, creating and documenting field fixes for these issues, and identifying product changes required to prevent customer issues. You will need a deep understanding of what motivates engineers in order to design a team and a process that takes this into account. If taking on the challenge of continuing that legacy as we expand our customer base sounds like a fun challenge, you should definitely apply for this role.

You will get to work with an extremely talented and focused engineering team who pride themselves on delivering quality products to our customers on a regular basis and solving any problem that comes their way. The team is very inclusive and works hard to bring new members up to speed quickly.

Key traits:

- Possesses strong leadership and management skills
- A passion for helping people reach their full potential
- Loves to dig into unfamiliar areas and learn something new.
- Excels at mentoring other engineers
- Enjoys collaborative product development.

Work Environment:

We have a small engineering team, so you will have a great opportunity to make an impact on the product, team, and company. We're a very interactive group, so you should enjoy collaborative design, development, and testing. Our team is highly motivated and experienced, and we enjoy

sharing knowledge and learning from one another. The team has moved to a 100% remote working environment and continues to be very successful.

Our environment is collaborative, interactive, fun, and open to improvement. Scale's engineering philosophy is quality-oriented and emphasizes high standards across the software development lifecycle.

Responsibilities:

- Manages the activities of supervisors and/or individual contributors, including employees and outside contractors.
- Responsible for hiring, firing, performance appraisals, and pay reviews.
- Seeks out feedback from more experienced managers and learns from them.
- Mentor and motivate engineers, fostering a collaborative and inclusive team culture and sharing experience and ideas when applicable.
- Develop and implement business plans, policies, and continuous process improvement procedures.
- Collaborate with other departments to prioritize software development needs, including design, development, and documenting and testing new and existing software to enhance cross-functional efforts.
- Evaluate results within the business unit to determine if organizational objectives are being met.
- Analyze and resolve software development issues and needs in terms of the software's full life cycle.
- Work with software development engineers to ensure customer escalations are progressing promptly to resolution to meet customer expectations.
- Own and manage software development engineers' scheduling to support on-shore/new shore/offshore staff dedicated to escalations.
- Research and investigate escalated customer cases to identify and raise awareness of trends with software releases, field fixes, workarounds, and updates to prevent any reoccurring customer issues.
- Drive continuous improvement within the team, adapting and creating new processes to meet the needs of our global customer base.
- Analyze all key metrics regularly and provide executive leadership with monthly/quarterly reports that visualize software trends.
- Maintain high standards of quality for internal and external customer satisfaction, supporting Scale Computing's reputation for excellence.

Requirements:

- 3+ years of experience managing engineering teams, including hiring, firing, performance appraisals, and compensation reviews
- 3+ years of experience mentoring junior engineers
- Strong focus on quality
- Strong verbal and written communication skills
- Experience using git, especially GitHub
- Experience using Containers (i.e. Docker, Kubernetes)

Highly Desirable:

- 6+ years of industry experience using the Linux operating system
- Experience managing nearshore and offshore development teams
- Entrepreneurial/founder/startup experience
- Experience with clustered and/or distributed systems
- Open-source project contribution
- Knowledge of object-oriented design and development
- Experience with C++, Node.js, Python, and Lua

Compensation & Benefits

- Competitive, based on experience
- Health Insurance: Vision, Dental and Medical (HDHP & PPO options)
- PTO & paid Company holidays
- 401k Match

If you've reached this point in the job description and feel you're still not sure if you should apply...just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our teams - you'll be surprised. We're all working towards the same goal at Scale Computing. Whoever you are and whatever background you bring, we encourage you to submit an application if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to careers@scalecomputing.com.

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

About Scale Computing

Scale Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading SC//Platform. We enjoy this success because we have made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scaler?

Scale Computing was founded on the belief that transparency and collaboration create a culture of ownership, success, and empowerment; more empowered employees are more productive employees. At Scale, we build empowerment through diversity and our core values of Integrity, Innovation, Collaboration, Success, and Fun.

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly motivated, intelligent, fun people to fill those roles. If working with other amazing people to help us build a wildly successful company sounds like fun to you, we’d love to hear from you.