Senior Data Engineer

We are looking for a Senior Data Engineer to join our growing company working on a variety of applications and services to support our omni-channel, interactive communication platform. We offer a friendly and flexible working environment that is currently 100% remote with occasional team meetups in the London or Northampton area.

The ideal candidate will have a previous background as a DBA, a senior developer, or a data scientist. Very good communication skills are essential, as is experience working with complex data at scale. Experience with a variety of types of modern database would be valuable, combined with the knowledge of operational challenges supporting these in a large cloud-based estate.

Knowledge, expertise and thought leadership are more important than hands-on skills for this role, but we do need someone who's happy to get into the detail of the problem rather than just "manage". A deep technical consultancy approach which then leads to plans for others to implement is desirable. The candidate must be prepared to acquire a deep understanding of our data, how it is structured, where the value is and operational demands upon it. As a leader they need to know what good looks like and be able to measure our progress towards technical excellence, and to do that they must live, eat and breath ContactEngine data.

Key Responsibilities

- Develop and guide our strategy and architecture with databases and reporting data
- Help evolve our standards and best practices with data across the business
- Analyse our data and advise where we can realise value from it
- Monitor and advise on database performance
- Propose and plan for strategies to allow us to scale the way we process and store our data
- Work closely on a consultancy basis with various teams with touchpoints in this field
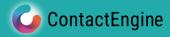- Provide hands-on expertise when needed for proof of concept work, or as the situation demands

Knowledge/Experience

Required:

- Extensive experience working with relational and non-relational databases, key-value and document stores at scale (e.g. MySQL, PostgreSQL, MongoDB, ElasticSearch).
- Experience working with data warehouse, data lakes, and the associated ETL and reporting tools (e.g. Redshift, Matillion, AWS Glue, Tableau, Looker)
- Expertise and understanding of architectures needed to build business-centric reports from complex data
- A track record in delivering well architected data and reporting solutions
- Demonstrable data and reporting problem solving, and data modelling ability
- Good knowledge around GDPR compliance, international data governance and security (e.g. ISO 27001)
- 10+ years relevant industry experience

Desired:

- Experience architecting database solutions in AWS
- Automation and data CI/CD
- Experience with column based and graph-based databases like Cassanda and Neo4J
- Performance, optimisation, and tuning skills with relational and non-relational databases
- Project management skills
- Agile framework experience

ContactEngine

ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

For more information, visit www.contactengine.com