

Senior Software Engineer, Explore

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Company: Zendesk

Location: Poland

Category: computer-and-mathematical

Job Description

At Zendesk, we get excited about building software that delivers the ultimate customer experience. Our goal is to ship beautifully simple software. And we're constantly innovating - no really, we can't wait to outdo ourselves in the near future.

is our analytics product. It is a complex business intelligence application, serving 100,000 customers, utilising data from over 500 million Zendesk users and 40+ external data source connectors. Explore is responsible for ingesting millions of records from the Zendesk product family and then allowing them to be queried and visualised at low latency - and all that at scale!

We're looking for a hardworking Senior Software Engineer to help take Zendesk products to the next level in terms of functionality, reliability and scalability. You'll be joining a team that works on our Explore analytics data engine and data stores. Explore is a complex reporting application which provides analytics for Zendesk data. You'll have the skills, experience, wisdom, patience and determination to work with the team to maintain and support the product to meet our customers needs.

What you'll do every day:

Create and maintain data pipeline architecture and highly performant data stores.

Identify, design, and implement internal process improvements: automating manual processes, optimising data delivery, re-designing infrastructure for greater scalability, etc.

Build the infrastructure required for optimal extraction, transformation, and loading of data

from a wide variety of data sources using AWS 'big data' technologies.

Build analytics tools that utilise the data pipeline to provide actionable insights into customer acquisition, operational efficiency and other key business performance metrics.

Work with stakeholders including the Engineering, Executive, Product, Data and Design teams to assist with data-related technical issues and support their data infrastructure needs.

Work with data and analytics experts to strive for greater functionality in our data systems.

What you'll bring to the role:

Up to five years of proven experience working on data pipeline or big data environments, and an extensive knowledge of data storage methodologies and technologies

Experience in building large highly scalable, distributed systems capable of managing substantial traffic.

Experience performing root cause analysis on internal and external data and processes to answer specific business questions and identify opportunities for improvement.

Familiarity with processes supporting data transformation, data structures, metadata, dependency and workload management.

Working knowledge of message queuing, stream processing, and highly scalable 'big data' data stores.

Nice-to-haves:

Experience with big data tools: Flink, Kafka ,Spark etc.

Experience with analytics datastores including Redis and ClickHouse (OLAP systems).

Experience with cloud services: AWS, Kubernetes.

Experience with stream-processing systems.

Experience with the Scala language.

What we offer:

Full ownership of the projects you work on.

Team of passionate people who love what they do.

Interesting projects, ability to implement your own ideas and improvements.

Opportunity to learn and grow.

The Poland annualized base salary range for this position is zł198,000.00-зл340,000.00.

Please note that while the salary range represents the minimum and maximum base salary rate for this position, the actual compensation offered will be based on job related capabilities, applicable experience, and other relevant factors. This position may also be eligible for bonus, benefits, or related incentives that will be communicated during the offer stage.

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