Product Engineer

Permanent employee, Full-time · Remote (Ireland, UK, Europe)

We're building the future of restaurant management.

Nory is the #1 operating system for multi-site restaurants and bars. Join us on our mission to help the hospitality industry double their profitability, reduce their carbon footprint and be able to offer better working environments for their teams.

Our CEO Conor founded and scaled Mad Egg, one of the fastest growing restaurant groups in Ireland. Having felt the pain of hacking together a mix of "market leading" restaurant management systems, spreadsheets and paper print-outs, he set out to build the solution he wishes he had from day one: Nory.

Today, thousands of users at hundreds of restaurants and bars across Ireland and the UK use Nory every day - and we're just getting started.

Nory's **Inventory Management** (IM) product helps our customers reduce waste and control their cost of sales. Restaurant teams use our web and mobile apps to manage their orders and deliveries, count stock and stay on top of menu changes to make sure they're running a lean and profitable business.

We are looking for a versatile and resourceful **Product Engineer** to join our Inventory Management product team and help take it to the next level.

What you'll be doing

Our teams are cross-functional with a high degree of autonomy and responsibility for their product. As a Product Engineer, you are more than a software developer - you will literally *engineer* the *product:* apply your deep understanding of technology and the domain to plan, design, build, test, ship, support and operate the IM product across the entire stack to solve real problems for our customers every day.

You will collaborate closely with designers, customer success and other engineers to enhance the product and the distributed system behind it in a tight feedback loop with

leadership, production and our customers.

Here are some examples of what the team is working on and which you will be helping us with:

- Rapidly iterate on the product to meet needs of new and soon-to-be customers. The product is relatively young and we work closely with its users to improve it based on real-world usage.
- Plan, build and ship new, high impact features to make IM smarter, more powerful and ergonomic for our users. There are some tough and fun problems to solve ahead of us, and you will directly help customers become more profitable and environmentally friendly.
- Evolve our data model to support increasingly complex needs. Data is at the heart of our product. The inventory domain is highly complex and it is crucial to get data technologies, structures and patterns right.
- Build self-serve functionality for users and create tools for our customer success team so they can configure the app with less reliance on support from engineering.
- Improve the architecture and design of our system. As we rapidly scale, we have to continuously reinvent parts of the application in better ways. What worked six months ago isn't good enough anymore, and we need to set it up for new use cases and degrees of scale.

Some technologies powering IM which you will be working with: React, TypeScript, Node.js, Python, FastAPI, various AWS services (e.g. Fargate, Aurora, SQS), MongoDB, Postgresql, Docker.

What a good fit looks like

- **Starts with "why"**: You're inquisitive and want to work on the right things. You'll do great if you think customer-first and are willing to learn about the industry we operate in. You'll speak with customers, build a shared understanding of the problems at hand and perhaps even identify some unmet needs that deserve to be explored further.
- **Pragmatic**: We're a startup. Things can get scrappy and we have to move fast. Often, there are no obvious ways forward - you need to know how to unblock yourself and adapt in the face of new information. You can cope with ambiguity and uncertainty. When needed, you cut scope instead of corners.
- **Generalist**: Having business impact energises you more than which programming language you use. We're a small team and cannot afford to specialise too deeply in one area or technology. You go where the hard and valuable problems are. You embrace opportunities to leave your comfort zone and learn what it takes to get the job done.

- **Experience**: You have at least 3 years of experience in a similar engineering role, preferably at a SaaS start-up/scale-up during a phase of rapid growth. You're comfortable with most of our tech stack and can quickly ramp up on the the parts you don't know yet. Transferable experience with hospitality services, POS/inventory systems or e-commerce are a plus.
- **Team player**: You can work and communicate effectively with other engineers and people in different functions and with different backgrounds. You can discuss problems and ideas with the appropriate level of detail - verbally and in writing. You are transparent and share your knowledge and experience with your peers to help them learn and grow. You can do these things on a remote-first team, and know your way around the usual collaboration tools.
- **You can adult.** You can manage your time, set daily and weekly goals for yourself and your team. You take responsibility for your work and close open loops. You speak up, ask questions, can give and receive feedback. You know your boundaries and respect those of others. You work hard during reasonable hours so you can switch off at the end of the day - we don't believe in "hero culture" and encourage a healthy work-life balance.

If the above resonates with you but you aren't sure if you fit the description 100%, then you're probably the type of person we're looking for (hi!) so please apply anyway and we can chat through the details together.

What you can expect

This is a rare opportunity to join a healthy, fast-growing start-up. We have a real product, solving real problems for the hospitality industry and can barely keep up with the increasing demand. The Nory team is currently ~30 strong and consists of hospitality industry experts as well as designers and engineers with roots at companies such as Glofox, Intercom, Pointy and Etsy.

We have lots to do and great ambitions, and we take good care of our people:

- A competitive salary
- 35 days of paid leave per year (25 holidays + 10 flexible bank holidays)
- Health Insurance
- Pension
- Stock options
- High quality laptop and tools to get the job done
- Budget for your home office workspace
- Access to a coworking space if you prefer not to work from home (currently Dublin only; London coming soon)
- Annual personal development budget

- Regular workshops, presentations and learning sessions
- Quarterly events and team get-togethers

We hire humans. We are a distributed and diverse team from various backgrounds and want to keep it that way - we value people's individuality and are committed to keeping Nory an inclusive workplace where everyone can do their best work. We do not discriminate based on gender, ethnicity, sexual orientation, religion, civil or family status, age, disability, or race.