RStudio, Inc.

Solutions Engineer

Engineering | USA

Description

The solutions engineer is responsible for integrating RStudio professional products into customer systems. It is a highly technical role that works closely with our customer success, support, and engineering teams. The solutions engineer must understand the entire product stack and work toward improving RStudio products.

As a member of the solutions engineering team you will have the opportunity to grow and specialize your technical skills. You will work closely with the best engineers in the R community; you will help customer IT organizations solve complex problems; and you will help define best practices for using R in production. Solutions engineers have a tremendous opportunity to grow their expertise and influence at RStudio.

Responsibilities

The solutions engineer helps customers follow best practices when using R in their production environments. They assist the customer success team with customer calls, emails, and support tickets. They help build a knowledge base of support documents, customer demos, and marketing collateral. They occasionally attend trade shows, give conference presentations, and host webinars.

Solutions engineers help improve existing products and build new products. They act as customer advocates, observe trends in the marketplace, and identify gaps in the product suite. They often contribute to product code bases. They also help improve the integration between RStudio products and other technologies such as Spark, TensorFlow, and databases.

Requirements

Solutions engineering requires a highly technical set of skills. The person in this role must understand how to architect, deploy, and troubleshoot RStudio products within the context of a customer's unique environment. They must work effectively with IT organizations. The solutions engineer is responsible for giving expert recommendations to customers and establishing best practices.

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Solutions engineering also requires excellent communication skills and the ability to connect with business partners. The person in this role must be passionate about the R ecosystem and community. They should think holistically about how R functions within a customer solution and identify new opportunities in existing customer problems.

Skills

The solutions engineer must be able to:

- Consult, understand, and address customer needs (i.e. be customer centric)
- Communicate technical material clearly
- Write and produce technical content for the web
- Manage multiple projects while thriving in a dynamic environment
- Build or manage data/analytic products

And have experience with these data science tools:

- The R programming language
- RStudio packages: The tidyverse, R Markdown, and Shiny
- Systems and architecture, particularly Linux
- One or more cloud platforms (AWS, Azure, GCP)
- Programming and web publishing tools

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