

# Stellar Solutions Position Description

Title	Date
VP of Engineering	July 2025

## Summary

The VP of Engineering is a senior leadership role responsible for the vision, performance, and delivery of Stellar Solutions' entire engineering function. You'll lead and grow a talented team of engineers working across product, platform, and support initiatives, with a relentless focus on building, shipping, and supporting high-quality software that delivers measurable customer value.

At Stellar Solutions, we're building a world-class omnichannel loyalty and marketing automation solution for SMB retailers and hospitality businesses. As VP of Engineering, you'll drive our technical direction, build a high-performing team, and ensure that ideas move from concept to customer hands - fast and reliably.

## Background

Marketing is hard for small retailers - they lack time, money, and expertise. Stellar Solutions is their virtual marketing expert, turning complex data into simple, automated marketing that drives sales.

As we scale, the speed and quality with which we ship features, enhancements, and fixes is core to our success. This role ensures our engineering team stays focused on delivering real outcomes, balancing speed and stability with long-term maintainability and cost.

## Role Description

You'll lead Stellar Solutions' engineering function end-to-end, setting clear expectations, defining standards, and driving initiatives that help us ship software quickly, safely, and sustainably. You'll work closely with Product, Platform, and Support teams to align priorities, unblock teams, and make smart trade-offs to deliver value faster.

You will grow and retain a strong team, creating a delivery-focused culture where engineers have clarity, trust, and ownership and where shipping working software is

the goal.

### Key Responsibilities

- Provide technical leadership, strategic direction, and operational oversight for the entire Engineering function.
- Take full ownership for ensuring features, improvements, and fixes are shipped to customers on time, with high quality.
- Partner closely with Product to define and align priorities, manage trade-offs, and avoid delivery bottlenecks.
- Develop clear standards for code quality, testing, deployment, and incident response that enable faster release cycles.
- Ensure our platform remains reliable, scalable, and secure while supporting rapid delivery.
- Build and nurture a high-performing engineering team, focused on execution and delivery.
- Hire, develop, and retain talented engineers and team leads who love to ship.
- Monitor key delivery KPIs, such as release frequency, defect rates, incident response times, and platform uptime.
- Drive continuous improvement of tools, processes, and automation that remove friction from shipping.
- Be an advocate for Stellar's values, leading by example with humility, urgency, and a customer-first mindset.

<b>Reports to</b>	CTO
<b>Direct Reports</b>	GM of Platform Engineering Managers (Product Engineering, Support Engineering) Senior Developers as applicable
<b>Functional Relationships</b>	Product Management & UX Platform/Site Reliability teams Customer Support & Success External vendors and infrastructure partners

### Qualifications

- Bachelor's degree in Computer Science, Software Engineering, or a related field.
- Proven experience leading multi-disciplinary engineering teams in a SaaS

environment.

- Strong track record of delivering working software quickly and reliably in a fast-paced business.
- Deep knowledge of modern software architectures, cloud infrastructure (AWS/Azure), CI/CD pipelines, and production operations.
- Excellent communication skills with the ability to balance technical and business needs.
- Experience with platform reliability, data security, and cost management best practices is a plus.

### **Experience**

- 10+ years in software engineering roles, with at least 5 years in an engineering leadership role.
- Proven success driving shipping velocity and scaling SaaS platforms for SMB or retail/hospitality verticals.
- Hands-on experience delivering large-scale projects from strategy to release.
- Track record of building and leading high-performing delivery-focused teams.

### **The Person**

- A pragmatic, delivery-focused leader who keeps the team shipping at pace.
- A clear communicator who provides context, sets priorities, and removes roadblocks fast.
- A coach and mentor who empowers engineers to take ownership and deliver their best work.
- A problem-solver who balances speed with quality, reliability, and maintainability.
- Calm under pressure, decisive in trade-offs, and ready to roll up their sleeves when needed.

### **You live Stellar's values:**

#### **You Are BOLD:**

- **Be the Best:** Our growth mindsets, problem solving smarts, passion for innovation, and competitive spirit drive us to challenge mediocrity, build for tomorrow and do the best work possible.
- **Own It:** Our work is our responsibility. We are self-starters, confident and courageous. We believe in what we do and trust ourselves to make decisions with autonomy.

#### **Live for the Collective:**

- We are a grounded, supportive and flexible family who value others' opinions,

help each other out and trust one another. We are all out to achieve the same goal! So learn together, don't take yourself too seriously, be grateful and stay humble.

**Do It:**

- We are self-starting and not afraid to get stuck in. Passion and urgency ignite everything we do, alongside the wisdom to consider options fully and be bold enough to take risks. Believe in it? Get it done. Stay Hungry.

*This position description is intended merely as a guideline of the responsibilities involved in the position. The employee is expected to perform any other duties as reasonably required by their Manager.*