

# CC Developer Experience: Community Engineer

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*Take-home challenge*

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## Overview

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The Community Engineer will contribute to the Adobe Creative Cloud Developer Experience team, helping drive our online community engagement with developers.

The nature of our engagement efforts will take shape and evolve over time, but will surely include developer-focused blog content, email outreach to developers, interaction with and monitoring of online forums such as Stackoverflow, co-creation of resources such as developer guides and sample apps, and more. Tracking and optimizing for relevant metrics related to our engagement activities will be critical.

The deliverables for this take-home challenge will give you a chance to explore our developer offerings as they are today, and demonstrate your skills and experience in some of the areas this role will touch upon.

## Deliverables

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### 1. An outline for a Getting Started guide

We want to make sure that our APIs have documentation that includes endpoint references, narrative guides, and sample apps.

A *narrative guide* tells a modular, step-by-step technical story that moves a developer from start to the “Hello, world” of a well-defined goal using one of our APIs. At a minimum, one kind of narrative guide we should provide for any set of APIs is a **Getting Started guide** that walks developers who are new to the API through how to get ready to make their first API call. The Getting Started guide can serve as a dependency for other guides that help developers start exploring specific areas of the API.

For this deliverable, create an outline of a Getting Started guide for a hypothetical new CRUD REST API for Creative Cloud Storage. For each item in your outline, write a sentence or two to provide a little detail about the item’s purpose in the flow of the guide. You can think of this outline as a simplified template that we might be able to use for writing a Getting Started guide for any set of REST APIs.

Browse around the documentation on the [Adobe I/O](#) developer portal and the [Creative SDK](#) portal for some ideas. You'll surely note that we don't (yet!) provide Getting Started guides for many of our developer products today, so feel free to pull in some inspiration from Getting Started guides for other APIs out there on the web, as well as from your own experience.

Since this is a guide for a hypothetical API, you won't be able to get into details about the API itself. But, in particular, it's a good idea to ponder the following points and make sure your thoughts are reflected in the structure of your outline:

- i. How can we orient developers into the API and the guide itself?
- ii. What are some things that a developer would likely need before they make their first API call?
- iii. What is a good flow for such a document?

Create this outline as its own Markdown file.

## 2. **An example blog post**

In addition to sourcing writing contributions from the broader team and developer community, directly contributing technical articles to our developer blog as an author is an important part of this role.

For this deliverable, submit an example blog post you have authored in which you explain a technical concept using prose and code snippets, and optionally media (such as images) or public repos. The article could be about anything: a feature of your favorite language, a part of a particular library, making calls to a particular API provider, or whatever interests you.

You can submit this in the form of either:

- i. A link to an existing blog post online that you've written in the last 6 months, or...
- ii. As a Markdown file included with the other deliverables for this challenge.

## 3. **Thoughts on handling developer feedback in a public forum**

Let's say a community tier developer posts to Twitter saying "Hey, Adobe CC: your API isn't working". This could mean just about anything.

In writing, walk us through some possible courses of action for the following two scenarios, which are admittedly broad, yet realistic:

- i. We did a quick gut check, and no APIs seem to be down. No other developers are reporting similar issues.
- ii. We did a quick gut check, and yikes: a certain set of APIs are down. Similar tweets are starting to flow in.

Organize your thoughts on how to approach these situations in a Markdown file.

## 4. **Existing examples**

Provide any existing examples of online **community engagement** and/or **marketing outreach** you've done.

Examples might include:

- Product launches you were involved in.
- Marketing content you've written (preferably for a technical audience).
- Forum/Stackoverflow/etc answers you've written.
- Open source projects you've contributed to, or a write-up of your contributions to a closed source project that we can verify.
- Details on email campaigns you've driven.
- Any other tangible asset that might help us learn more about your experience in these areas.

The form and format of this submission will depend on what you are submitting, but having a Markdown file that either outlines what you are submitting or contains all of the information might be a good idea. Decks are also welcome.

## Resources

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- The Adobe I/O developer portal
  - <https://www.adobe.io/>
- Creative Cloud Platform Overview
  - <https://www.adobe.io/apis/creativecloud/overview.html>
- Creative Cloud Platform APIs
  - <https://www.adobe.io/apis/creativecloud.html>
- Creative SDK developer portal
  - <https://creativesdk.adobe.com/>

## Submitting

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A good, simple default is to submit a zip archive of the deliverables as a Dropbox link (or the like) via email. Other methods, like a link to a GitHub repo containing the deliverables, are also welcome.

Send your email to [ashryan@adobe.com](mailto:ashryan@adobe.com).

## Timeframe

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Please submit within 1–2 weeks of receipt.