**Software Engineer, Insights**

Heap’s mission is to power business decisions with truth. We’re building infrastructure to automatically capture customer interactions on web and mobile applications, make sense of them, and make them actionable for anyone. We want to enable everyone to understand their millionth customer as well as they understood their first.

We’re looking for experienced full stack engineers to join our Insights team to enable Heap’s customers to understand and take action on their data. The team spans everything from frontend UX and visualizations to the backend SQL query engine, and works closely with the Data Science team to translate new analysis concepts into user-facing features. On this team, you’ll work cross-functionally with engineers, designers, and product managers to understand our customers and bring new analysis features to market. This is a quickly-growing product area with a huge opportunity to impact the business and play a pivotal role in Heap’s success.

We’re a distributed team that operates within US time zones. The larger Heap engineering team has members in Europe and Australia as well. For this position, we’re looking for remote engineers in time zones that overlap with the contiguous US, including North America and South America.

**What we’re building**

* **Advanced analysis and visualization tools.** Some of the best insights from your data come from places you don’t expect. Working with our Data Science team, we’re building new tools that surface proactive insights from your data and suggest paths for further analysis.
* **Easier-to-use analysis modules**. Building Heap is as much a design problem as anything else. The most powerful analytics infrastructure in the world doesn't matter if our users can't access that power and understand the results. We’re revamping some of our core analysis modules to provide a better user experience and make it easier for anyone to use Heap to understand user behavior.
* **Reusable component library and design system**. Working with other frontend-facing product teams, we’re building a reusable component library and design system that can be used across all Heap product teams.

For this team, you’ll work primarily with Node.js, React, TypeScript, and PostgreSQL. Under the hood, Heap also uses Golang, Scala, Spark, Kafka, and Redis, plus Objective-C, Swift, Java, and Kotlin SDKs. For more about our architecture, check out [Virtual Events: Making Data-Driven Decisions a Reality](https://heap.io/blog/engineering/virtual-events).

**What we’re looking for**

* A collaborative and intellectually curious approach to software development. You enjoy learning from and teaching others, and aren’t afraid of asking lots of questions.
* Excellent communication skills, particularly in writing. We’re a distributed team all over the world, so we pride ourselves on our ability to communicate complex ideas clearly in writing across the team.
* Experience across the stack with any modern web framework. Familiarity with parts of our stack is a plus (React, Node.js, TypeScript, PostgreSQL).
* Experience with unit, integration, and end-to-end testing.
* Experience building and shipping web apps in a cross-functional team, working with design and product. For this role, we’re looking for 3+ years of relevant web development experience.
* We aren’t expecting you to know everything! One of our core values is “Emphasize Slope Over Y-Intercept,” so we are always looking for candidates eager to learn new technologies.

People are what make Heap awesome. Regardless of age, education, ethnicity, gender, sexual orientation, or any personal characteristics, we want everyone to feel welcome. We are committed to building a diverse and inclusive equal opportunity workplace everyone can call home.

Heap has raised $95M in funding from NEA, Y Combinator, Menlo Ventures, SVAngel, Sam Altman, Garry Tan, Alexis Ohanian, Harj Taggar, Ram Shriram, and others. We offer plenty of awesome benefits, and we were named [#1 on Glassdoor’s Best Places to Work (SMB)](https://www.glassdoor.com/blog/heap-bptw19/). We'd love to hear from you!