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MirrorWeb

Customer Success Engineer- MirrorWeb- Leah

Up to £35,000

 Permanent, Full Time
 Manchester (Hybrid)
 Corporate

Posted 05/09/2023

Expires 13/09/2023

Hybrid role 2 days in the office in Manchester.

At MirrorWeb, we're a collective of innovative thinkers and problem solvers, united by our committed pursuit of excellence in digital preservation. Our tagline, "Saving the world one bit at a time," encapsulates our belief that each piece of information carries immense value. It's our mission to safeguard and secure this information efficiently for our esteemed clients across the globe. Our unique solutions and unwavering commitment to excellence have established MirrorWeb as a leader in the web archiving industry. We've solidified our standing through partnerships with top organizations such as The UK National Archives, The

United States Library of Congress, and financial giants like HSBC and Dimensional Fund Advisors. Our focus is now pioneering the future of digital preservation. We're seeking innovative problem-solvers that thrive in a team-oriented environment. If our mission resonates with your vision and values, consider taking your career forward with MirrorWeb.

Your Role

As a Customer Success Engineer, you will be a key member of our Web Development Team engaging in a role with diverse, significant responsibilities. This role is integral to maintaining the optimal performance of our crawling and replaying technology.

Responsibilities:

1. **Technical Maintenance:** Your expertise and ingenuity will be applied to our technology, scripting, and applying specific fixes to fine-tune and improve our crawling and replay systems.
2. **Issue Resolution:** An analytical mindset will be key for identifying and resolving issues within our tech infrastructure. Your problem-solving skills will directly contribute to the enhancement of our crawling and replay engines.
3. **Client Onboarding:** Working with a diverse client base, you will guide the onboarding process, ensuring that their websites seamlessly interact with our technology.
4. **Project Management:** In this role, your ability to manage tasks and deadlines is crucial. Multitasking across different projects, maintaining efficiency and effectiveness is expected.
5. **Cross-Department Collaboration:** Effective communication and close collaboration with our Customer Success Management, Quality Assurance, and Support teams will be a routine part of your role.
6. **Internal Support:** You will provide pivotal internal support by diagnosing technical issues and recommending effective solutions to improve productivity and minimise downtime.

A successful candidate will be a problem solver with a strong technical aptitude, excellent communication skills, and a demonstrated ability to work well within a team. The ability to prioritise and balance multiple tasks effectively is an important attribute for this role at MirrorWeb.

What We're Seeking **Technical Skills:**

- **Web Development Proficiency:** Proficient in JavaScript, which forms the core of web development responsibilities in this role.
- **Solid Understanding of Web Fundamentals:** Understanding of core web development concepts and frameworks is crucial to this role.
- **Asynchronous Programming Knowledge:** Comprehensive knowledge of Promises, Async/Await, and HTTP, etc., is required.
- **Additional Programming Experience:** Familiarity with TypeScript, GoLang, Python, and MySQL is beneficial.
- **Cloud Computing Experience:** Experience with cloud-based technologies like AWS will be advantageous.
- **Scripting and Text Processing:** Familiarity with Bash, Vim, Grep, and Regex will be helpful.

Soft Skills:

- **Solutions Oriented:** Strong problem-solving abilities to tackle complex technical challenges.
- **Communication Mastery:** Exceptional written and verbal communication skills for effective team collaboration.
- **Self-starter:** Autonomy and initiative, demonstrating self-direction in your learning and work.
- **Detail-Oriented:** A precise attention to detail in all aspects of your work.

Overall, we're looking for someone who can not only get to grips with the technical aspects of this role but who can also bring the dynamism and motivation to fit into our team and deliver effectively for our clients.

What Can You Expect? At MirrorWeb, we put our people first. You'll join a team of talented, warm, and dynamic individuals. As we grow, you will grow with us. Here's what we offer:

- 25 days of vacation, coupled with flexible bank holidays.
- An established Company Pension Scheme.
- MacBook Pro with relevant Apple accessories to support your work.
- An additional day off for your birthday - a small perk to celebrate you.
- Opportunities for upskilling and career advancement within the organization.

The experience extends beyond work; we believe in cultivating relationships. Participate in a range of social activities from company walks and movie nights to game get-togethers.

CV

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