

Sr. Solutions Engineer - Search

Customer Solutions · Manhattan Beach, California

[Apply for This Job](#)

Department Customer Solutions

Employment Type Full-Time

Minimum Experience Mid-level

SearchStax is looking for a Sr. Solutions Engineer - Search to join us in helping deliver high value to our growing customer base. As an experienced solutions engineer, you will be working directly with customers in both Pre and Post Sales capacity.

You will help customers by: a) educating them b) onboarding them c) triaging search infrastructure issues d) building integration solutions e) writing crawlers & ingesters f) coding specific solutions, and more. If you are customer obsessed and like solving customer pain points by providing technical solutions - you will *never have a dull day* here at SearchStax.

You will have and gain expertise in the search domain with deep knowledge of open source technologies such as Apache Solr, Elasticsearch, Data Ingest Pipelines, etc, and will engage with customers to diagnose and resolve issues while using the SearchStax products. You will leverage this knowledge to influence the product roadmap and help build creative, innovative solutions that resolve customer pain points.

Key Responsibilities:

- On-board mid-market and enterprise customers by understanding their use cases and creating solutions for them to use AWS, Azure, Apache Solr, Elasticsearch, and SearchStax Cloud in the best possible way.
- Solve technical customer issues in search and cloud domain (Apache Solr, Elasticsearch, AWS, Azure).
- Work in a fast-paced environment, multi-task, handle multiple customers simultaneously and change priorities quickly.
- Suggest, impart and build a knowledge base of best practices for SearchStax products and other SearchStax services.
- Be part of the team that drives larger customer adoption by participating in customer meetings and hands-on workshops.
- Be the voice of the customer and help the product and engineering team shape the roadmap and features.
- Work with Product, Engineering, Operations, and Sales to help shape the future of the service.
- Design solutions to make customer onboarding easier. E.g. writing scripts, identifying patterns, and updating documentation.
- Share customer insights with service teams.
- Have a good understanding of Agile development methodologies and best practices.
- Become an expert and trusted advisor w.r.t. Apache Solr, Elasticsearch, and SearchStax products.

Basic Qualifications

- Proficiency in one language (Java, Python, C++)
- Professional experience operating solutions built on AWS or Azure or GCP
- Knowledge of software development tools and methodologies
- Working Knowledge of Elasticsearch or Apache Solr is a plus
- Technical degree required (BS in Computer Science or related)
- Excellent written and communication skills

Benefits and Perks:

- Work from home
- Medical, dental, and vision coverage for you and your family, along with other wellness and disability plans
- Paid time off
- 401(k) with company match to all employees

[Apply for This Job](#)