# Solutions Software Engineer

## Description

We are seeking a highly motivated and experienced senior solutions full-stack engineer to provide world-class technical support to our highest-value customers at Vimeo by bridging the gap between sales and engineering. This role requires a unique blend of hands-on coding experience, architectural vision and a deep understanding of our client requirements to enhance customer experience and foster continued engagement with our products and services. You will partner closely with sales, customer success, support, product, engineering and directly with our customers to identify gaps and formulate solutions that deliver exceptional value to our end-users.  What youâ]]ll do: Technical Leadership: Provide technical expertise and guidance to internal and external customers on all aspects of our API design, integration, and implementation.  Become a trusted technical advisor to customers, understanding their specific use-cases and creating detailed technical design proposals to demonstrate our product capabilities aligned with their strategic goals. Debugging Expert: Triage high-priority customer issues related to API usage and escalate issues where necessary to ensure timely resolution. Proactive Solutioning: Anticipate potential customer pain points and proactively propose technical solutions or workaround recommendations. On-call Support: Provide timely support for urgent high-value live events. Customer Advocacy: Shape Vimeoâ]]s product and engineering roadmaps by championing features and solutions that address recurring customer needs. Knowledge Base Development: Author and maintain comprehensive customer-facing technical documentation and architectural artifacts to enhance customer self-service experience. Skills and knowledge you should possess: Bachelor's degree in computer science or a related technical field (or equivalent work experience).  3+ years experience as a solutions architect, systems engineer or a similar role. Proven experience in designing and implementing APIs, defining endpoints, and client SDKs. Experience engaging with and presenting to technical stakeholders and executive leaders. Excellent communication (written and verbal), presentation and collaboration skills with technical and non-technical stakeholders. Proficient in a frontend and a backend technology. Capable of writing tests for complex systems ensuring continued and measurable stability. Strong root-cause problem-solving and troubleshooting skills.  Targeted Base Salary Range:  $117,000 to $178,000 The base salary range listed above is for candidates located in the U.S., including the New York City metro area. At Vimeo, we strive to hire and nurture amazing talent across the globe. Actual salaries will vary depending on factors including but not limited to experience, specialized skills, internal alignment and a candidateâ]]s home base. Base salary is just one component of Vimeoâ]]s total rewards philosophy. We offer a wide range of benefits and perks that appeal to the variety of needs across our diverse employee base! Other rewards may include bonus or commission, Restricted Stock Units (RSUs), paid time off, generous 401k match, wellbeing resources, and more.Please mention the word **TEMPT** and tag RMzQuODYuMTYzLjE1Mg== when applying to show you read the job post completely (#RMzQuODYuMTYzLjE1Mg==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## Contacts

Job listing via RemoteOK.com

**Hiring organization**
Vimeo

**Job Location**
New York City, New York, United States

**Base Salary**
$ 60000 - $ 107500

**Date posted**
May 26, 2024

Apply Now