

# Developer Support Engineer

## Description

What is Polygon Labs? Polygon Labs develops Ethereum scaling solutions for Polygon protocols. Polygon Labs engages with other ecosystem developers to help make available scalable, affordable, secure and sustainable blockchain infrastructure for Web3. Polygon Labs has initially developed a growing suite of protocols for developers to gain easy access to major scaling solutions, including layer 2s (zero-knowledge rollups and optimistic rollups), sidechains, hybrid chains, app-specific chains, enterprise chains, and data availability protocols. Scaling solutions that Polygon Labs initially developed have seen widespread adoption with tens of thousands of decentralized apps, unique addresses exceeding 225 million, over 1.2 million smart contracts created and 2.56 billion total transactions processed since inception. The existing Polygon network is home for some of the biggest Web3 projects, such as Aave, Uniswap, and OpenSea, and well-known enterprises, including Robinhood, Stripe and Adobe. Polygon Labs is carbon neutral with the goal of leading Web3 in becoming carbon negative. Key Job Responsibilities Responsible for investigating and resolving technical issues timely from external or internal communities on blockchain-related inquiries. Create automations, Implement tooling, and write scripts to help developers and increase work efficiency. Continuously improve content on Polygon technical documentation, blogs and community forum Coordinate through the entire flow of incident and release management. Work closely on the line between engineering, monitoring, docs, and Business team Identify and work on metrics, workflows, opportunities and gaps for improving overall blockchain delivery. Very flexible with capability to prioritize multiple tasks and deadlines to facilitate well in a fast-paced, rapidly evolving organization. Directly support the community and developers to deploy, test, and maintain blockchain test network and production network environments. Features like Bridge features, tooling, Dapps, libraries, etc. What you'll need - Preferred Qualifications Excellence in communication, coordination and documentation Intermediate experience in Python or JavaScript Ability to proactively decide and act on ambiguous situations with minimal guidance Familiarity with open source and tools involved in DevOps and software development (ex.: github, docker, grafana) Basic knowledge of linux and system administration Basic knowledge of blockchain concepts (ethereum, L2, rollups, nodes, bridges, txn lifecycle and RPC) Background working with mission critical 24/7 systems will be beneficial Must have strong capabilities to identify, analyze and resolve problems logically and systematically Tech skills: Blockchain, Wallets, Web3. Nice to have: A mindset for web3 and crypto narrative 2+ years of experience in similar roles - e.g. Technical Support Attention to detail in every aspect of work Interest and eagerness to learn blockchain and zero knowledge proof systems Experience writing smart contracts. Polygon Labs Perks The goal of the Polygon Labs total rewards program is to support the health and well-being of you and your family. Our comprehensive compensation plan includes, the following benefits: Remote first global workforce Industry leading Medical, Dental and Vision health insurance\* Company matching 401k with 3% match\* \$1,500 Home Office Set Up Allowance (life-time max) \$200 Annual Book Allowance Program \$75 Monthly internet or phone reimbursement Flexible Time Off 1 company wide wellness Friday day off per quarter Company issued laptop Egg freezing, mental health, and employee wellness benefits\* In certain countries medical, dental and vision is fully covered for employees & their dependents. This is country and plan specific. \*401k is for United States employees only Polygon Labs is committed to a diverse and inclusive workplace and is an equal opportunity employer. We do not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. Polygon

## Hiring organization

Polygon Technology

## Job Location

Worldwide

## Base Salary

\$ 65000 - \$ 110000

## Date posted

May 27, 2024

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Labs is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. Accommodations are available throughout the recruitment process and applicants with a disability may request to be accommodated throughout the recruitment process. We will work with all applicants to accommodate their individual accessibility needs. If you think you have what it takes, but don't necessarily meet every single point on the job description, please still get in touch. We'd love to have a chat and see if you could be a great fit. [Candidate Privacy Policy](#) [Learn More about Polygon Labs Website](#) | [Twitter](#) | [Developer Twitter](#) | [Telegram](#) | [Reddit](#) | [Discord](#) | [Instagram](#) | [Facebook](#) | [LinkedIn](#) Please mention the word **\*\*UPBEAT\*\*** and tag `RMzQuMTQ1LjI0MC4xMDY=` when applying to show you read the job post completely (`#RMzQuMTQ1LjI0MC4xMDY=`). 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](#)