

Data Engineer

Description

Founded in 1996, smarTours has a mission to enable amazing trips around the world for our customers. We operate group tours to international destinations at competitive prices making them accessible to a wide audience. While smarTours has been operating as a very successful business for over 26 years, we were affected by the global pandemic as all travel was shut down worldwide. During this time, smarTours has taken the opportunity to rebuild the company with a technology focus from the ground up, operating much more like a new startup and with a brand new team.

Previously a NYC-based company, smarTours is now fully remote due to the pandemic and has no plan to return to an office environment. Therefore this is a fully remote position (US only) that operates on the Eastern Time zone.

Technology Stack

We have two separate technology stacks that this position will likely interface with. The primary one is our centralized database system. This is a PostgreSQL database that uses custom code (in PHP) to pull data from various XML/JSON APIs as well as direct database access into a centralized location. We use Metabase on that system to perform data analysis tasks. Our website/application infrastructure itself is built on WordPress with custom PHP/JS code in theme & plugins communicating with multiple XML/JSON APIs to manage all business information.

Note: At this point in time, all candidates for this role must be authorized to work in the U.S. without need of visa sponsorship.

Responsibilities

This full-time role will report directly to the Director of Engineering & Technology (CTO) and work alongside a team of 3-5 other developers, however this position will functionally support all areas of the business and therefore work directly with Operations, Customer Experience, Tour Supply, and Finance in order to support various business needs.

The duties of this position will be split into four main areas of focus:

- Database Administrator / Data Ownership
 - The employee will take over maintenance of the PostgreSQL centralized database.
 - This will include continuing to work on tasks such as data normalization and data cleaning, ensuring the data continues to provide more and more value.
 - Also includes supporting the CTO on data privacy concerns in relation to how the data is made available internally & externally and maintaining audit trails.
- Data Developer
 - This position should be comfortable continuing to enhance the custom code surrounding the data.
 - Build new integrations with other API sources (both read and write).
- Analytics / Analysis / Modeling

Employment Type

Full-time

Job Location

Remote work possible

Date posted

April 8, 2022

Hiring organization

smarTours

Application

To apply for this position, please [submit your resume via our job portal](#).

- This position will support the collection of web and customer analytics. Identifying issues and additional opportunities, and optimally supporting this with development.
- Also it will involve regular pro-active analysis of the data we receive, finding patterns, and identifying interesting and useful data points to support business growth.
- This will also include creating customer models, such as propensity models to identify those customers most likely to book in the near future, and testing those models against historical data and through A/B testing with marketing campaigns.
- It will specifically involve working on multi-touch attribution efforts, to identify all interactions with a customer (web, marketing, phone) before a purchase was made.
- Reporting
 - As part of all these duties, this position will also be in charge of developing new reports based upon this data, to support the needs of various departments.

Qualifications

Candidates will need to show:

- Ability to work independently on projects alongside the engineering team.
- Good communication skills as they will directly interface with all parts of the company.
- Ability to understand and support the current business objectives in an industry that continues to actively adjust due to ongoing pandemic and world events.
- Proactively seek out improvements that can be made to the data/infrastructure.

Skills

- 5+ years experience either Data Engineer positions or highly related jobs such as Database Admin, Software Developer, or Data Analyst
- Expert level experience with SQL databases & language
- Solid experience with a scripting-based programming language
- Experience working with JSON data structures
- Experience interfacing with 3rd party APIs via XML/JSON
- Understanding of using git for version control, and GitHub for source management
- Ability to work on Eastern Time zone for core hours for video call collaboration

Additional Preferred Qualifications

- Experience with the PHP programming language.
- Experience with MySQL & PostgreSQL
- Experience with Metabase (or other Business Intelligence and reporting tools)
- Experience with WordPress as an application framework
- Bachelor's degree in Computer Science, a related field, or equivalent work experience
- Experience working with Microsoft Dynamics 365 platform
- Previous work in Travel industry related fields

Job Benefits

smarTours is an equal opportunity employer and offers:

- A competitive salary based on experience
- Health insurance (cost subsidized by the company)
- 4 weeks PTO, plus 5 sick days and 11 holidays off annually
- Travel benefits, offering free or highly discounted tours
- Flexible work schedule

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