

Full-Stack Engineering Lead

Hats & Ladders, Inc. | New York, NY

Start date: January/February 2021

Position Type: Full-time

ABOUT US

[Hats & Ladders, Inc.](#) is a mission-driven start-up focused on helping individuals develop career thinking so they can feel more confident and better informed about their future choices. We're supported by the National Science Foundation, U.S. Department of Education, and youth development organizations in New York City and beyond. Our platform promotes a blended learning approach: a self-guided web-based app for young adults and teens that works in tandem with a web-based dashboard of resources for educators.

Our Team currently consists of 16 collaborators (full time, part time and consultant) with a combined expertise in platform development, instructional design, curriculum development and implementation, business development, client management, and research and evaluation.

ABOUT THE OPPORTUNITY

The Full-Stack Engineering Lead will work closely with our team of digital content developers, implementation specialists, product/UX experts, and in-house and consulting technologists to continue to advance the platform and our approach to implementation. More specifically, the engineering lead will partner with our senior product manager to develop a roadmap for the design and re-invention of our educator dashboard and data capabilities so that they are accessible, visually impactful, and engaging for our audience of career development professionals. This position is a new one for Hats & Ladders and will allow the right person to shape the role and our technical and product approaches at a critical stage of our organizational development. As importantly, the person in this position will be contributing to our mission of embedding "career thinking" in schools, community based organizations, and career and workforce training programs across the country. The Engineering Lead will report to the Chief Executive Officer.

WHAT YOU WILL DO

Set and strengthen our technical direction:

- **Evolve our approach to agile development.** Infuse coding best practices into the platform (both directly and through supervision/coaching): writing clear, efficient, maintainable code; ensuring appropriate test coverage; refactoring and minimizing tech debt; and looking for opportunities to improve the software in creative ways.
- **Share your knowledge.** Teach our team (not just the techies) about excellence in engineering and instill a commitment to our approach.
- **Activate engagement as a thought partner** on product vision and roadmap that is aligned with the long-term vision of the company.
- **Look under the hood.** Assess our existing technology and determine how best to evolve and improve it.
- **See the future.** Be responsible for the advancement of our platform (infrastructure, development operations (DevOps), backend and frontend) to meet emerging needs and to ensure our technology is reliable, secure, scalable, and cost effective
- **Support organizational growth** through deep dives into the large-scale data to identify key insights that will inform product improvements and business strategy.

Be an engineer:

- **Re-imagine and lead development of our educator dashboard and data capabilities** to outshine existing LMS/educational platforms, with easy onboarding, cohort management, and visually robust and interactive reports showcasing user progress.
- **Decide when to delegate and when to do.** There are some tasks that will be yours to do, whether it is setting up AWS services, reviewing code, managing a release or investigating a bug. There are plenty of tasks that you will delegate and manage.
- **Have expertise/experience** in most (if not all) of the following areas:
 - Content Management Software: software options, implementation strategies, authentication/authorization, integration
 - AWS: configuration, security, telemetry, serverless architecture, authentication, audit trails
 - Data management: databases, reporting tools, data migrations, large volume data sets
 - Front-end experience (we use React, Redux, CSS, ESLint, Jest)
 - Back-end and Data Experience (we currently use: AWS services (S3, Cognito, DynamoDB, Lambda, API Gateway, SQS), Node, JQ, Panoply, Chartio, WordPress, Airtable)
 - Development Environment and Build Systems: Git, Jenkins, npm, Webpack, Terraform
 - Version control and quality assurance
 - Knowledge of security concerns and best practices

Build/manage our technology team:

- **Be a manager.** Manage our software development consulting partner while we build our internal capacity
- **...and a capacity builder.** Hire and onboard staff engineers and transition responsibility to our internal team
- **Provide technical leadership to all technical members of the team.** This includes, but is not limited to: recommending strategies, approaches & tools for accomplishing the work, prioritizing and sequencing technical work (including tech debt, test coverage, etc.), responding to questions and requests for help, ensuring that team adheres to coding best practices, conducting code reviews

Represent our technology know-how with clients:

- **Inspire confidence and offer solutions.** Respond to client questions/needs regarding cybersecurity, technical requirements, integrations, etc.

Be a partner to other leaders in the organization:

- **Contribute to our collective efforts** on business strategy, product roadmap, client support, etc.

WHAT YOU BRING***“Musts”***

- Comfortable learning new technologies and working in a start-up environment
- Curious, with experience and interest in a wide variety of technologies and tools
- Collaborative, with an interest in teaching and learning (and definitely not a cowboy or cowgirl)
- Strong critical thinking and analysis skills. Ability to take an ambiguous problem, use data-informed brainstorming, identify goals, and clear metrics, and drive a team to deliver on those goals.
- Experience with helping organizations fill knowledge gaps as they arise
- Thorough knowledge of Web-based development practices and mobile application development practices
 - Front-end Experience (ideally with React)
 - Back-end and Data Experience (ideally with LMS or related systems)
- Intense focus on quality and on-time delivery
- Ability to work within a team structure and work with peers to innovate and achieve business objectives

- Ability to communicate technology issues with non-technical business executives and managers
- Strong verbal, written and interpersonal skills
- Strong customer service orientation

“Pluses”

- Prior experience working with educational technology solutions
- Connected to a larger networks of technology and/or EdTech professionals
- Familiarity with data visualization tools such as Tableau for full-stack data analysis, insight synthesis, and presentation

WHAT WE OFFER

- A fun, creative start-up that is growing fast
- Deeply collaborative team work environment
- Meaningful, mission-driven work
- Opportunity to directly impact product and organization
- Opportunity for growth within the organization
- A competitive salary, including health benefits, flexible work schedules/location, stock options, more than a month of paid time off (including three weeks of vacation)
- A sane work life (with a few exceptions here and there)

INCLUSION MATTERS

As an equal opportunity employer, Hats & Ladders, Inc., is committed to creating an inclusive, connected and diverse workplace. We seek candidates from a wide variety of backgrounds because it's the right thing to do *and* will make our company stronger. If you share our mission to build a sustainable social impact organization, you will find a place where your contributions are valued and rewarded.

TO APPLY

Please send a cover letter and resume to careers@hatsandladders.com.