

# Starburst Customer Facing Engineer

**Starburst is looking for a Customer Facing Engineer** to join our **Customer Success** team. Customer Success at Starburst begins when a prospective customer begins preparing a POC environment, and continues with them as they deploy into production, discover new use cases, and begin new POCs. A Customer Facing Engineer wears the hats of the technical specialist, trusted advisor, and product manager. You will work with customers to optimize their environments and workflows to take full advantage of Starburst Presto, and you will work directly with our own development team, using your unique knowledge of how Presto functions in the field to improve our product.

**We are the Presto company** --- At Starburst, our team is a major contributor to the open source Presto<sup>1</sup> project. We consist of many of the experts and committers who have been contributing to and advancing the Presto product over the last few years. Originally invented and open sourced by Facebook under the Apache License, Presto is the fastest growing SQL engine driven by a community of users --- from small companies to the Fortune 500.

We're looking for highly motivated individuals with backgrounds in deploying and debugging complex systems. Background in **distributed systems, Hadoop, cloud technologies, security, DBMSs** and navigating a complex Java codebase are all useful technical skills. Equally important are strong **communication skills**, presentation experience, and the ability to function in a fast-paced dynamic environment when needed. Presto encompasses a wide range of technologies, and most important is the desire and **ability to learn**.

## Responsibilities

- Solving immediate technical problems in pre/post-sales setting
- Track customer's technical needs
- Explore integrations and extensions of Presto with customers
- Collaborate with our pre-sales team in fast paced sales environments
- Serve as an intermediary between users and Starburst engineering
- Advise product planning team on real-world customer challenges
- Work with Solutions Architects and Engineering as a feedback loop to improve products
- Contribute to documentation and our online Knowledge Base

## Valuable Expertise

- Setting up and tuning distributed processing engines
- Security:
  - Authentication (LDAP, Kerberos)
  - Authorization technologies

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<sup>1</sup> <https://github.com/prestosql/presto>

- SSL/TLS
- Hadoop (specifically HDFS and Hive)
- Docker and Kubernetes
- Cloud technologies (AWS, Azure, GCP)
- Languages:
  - Java
  - Bash
  - Python
  - SQL
- Workflow automation
- Spark, Flink, etc.
- Machine learning engines

### **Location**

This position is located in Warsaw (Poland).

### **Contact**

Please submit your resume, or any questions regarding this position to [wojciech.biela@starburstdata.com](mailto:wojciech.biela@starburstdata.com) or [careers@starburstdata.com](mailto:careers@starburstdata.com)

### **About Starburst**

Starburst gives analysts the freedom to work with diverse data sets wherever the data lives, without compromising on performance. Using the open source Presto SQL engine, the Starburst Distribution of Presto provides fast, interactive query performance across a wide variety of data sources including HDFS, Amazon S3, MySQL, SQL Server, PostgreSQL, Cassandra, MongoDB, Kafka, and Teradata, among others. Founded by the largest team of Presto committers outside of Facebook, Starburst is the only company providing enterprise support for the Presto project. Candidates should relish the opportunity to shape a cutting-edge technology while working in a fun, collaborative environment of a fast-paced startup.