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Senior Core Technologies Engineer

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[Dublin, Ireland](#)

Intercom is the AI Customer Service company on a mission to help businesses provide incredible customer experiences.

Our AI agent Fin, the most advanced customer service AI agent on the market, lets businesses deliver always-on, impeccable customer service and ultimately transform their customer experiences for the better. Fin can also be combined with our Helpdesk to become a complete solution called the Intercom Customer Service Suite, which provides AI enhanced support for the more complex or high touch queries that require a human agent.

Founded in 2011 and trusted by nearly 30,000 global businesses, Intercom is setting the new standard for customer service. Driven by our core values, we push boundaries, build with speed and intensity, and consistently deliver incredible value to our customers.

What's the opportunity?

We are looking for a Senior Engineer to join the team [that enables the core technologies that Intercom is built on](#). This is for you if you are passionate about building and scaling systems such as MySQL, ElasticSearch, ingestion pipelines, and owning how they operate from low level systems engineering to all parts of our Rails and Python monoliths.

Our team's mission is to accelerate Intercom's growth and stability through educated and operationally excellent [core technology](#) usage. This means that we're here to help product engineers and ML scientists build simpler, more performant product - faster. This can be through things like making low level database improvements that enhance everyone's experience, building best in class Elasticsearch tooling, or partnering with teams that utilise any of Intercom's core technologies or our build patterns. Previous projects from the team include [future-proofing our databases through sharding](#) and building [a mechanism to migrate Elasticsearch indexes for scale and profit](#).

We're building a robust platform where your expertise will be applied to areas such as building a beautiful Messenger, an efficient teammate experience, a secure by default system, all while scaling the platform to billions of users and shipping two hundred new versions of Intercom to production every day.

Delve deeper into our engineering culture at [intercom.engineering](#) and explore [our engineering values](#).

What will I be doing?

- Collaborate with world-class domain experts to shape our technical direction and infrastructure as we grow.
- Deeply own aspects of our infrastructure at Intercom and autonomously executing on high impact projects - including writing application code, automating systems, improving observability and low-level tuning of datastores used in production, test and development across Intercom.
- Value agility and simplicity, just as you prioritise scalability and uptime. Our continuous deployment approach ensures focus on gradual improvements. Major accomplishments are introduced incrementally, staying under the radar with feature flags.
- Contribute to all phases of software development including ideation, prototyping, design and implementation. This role has a mix of both hands-on development as well as strategic work and enablement.
- Play an active role in the hiring, mentoring, and career development of other engineers.
- Raise the bar for technical standards, performance, reliability, and operational excellence across Intercom.

What skills do I need?

- Excellent pragmatic engineering skills.
- 5+ years experience in a production environment, with contributions to the design and architecture of distributed systems.

- Expertise in backend technologies such as MySQL, Elasticsearch, Memcached, as well as Linux.
- Ideally, you've supported scaling a SaaS product in a previous role and loved the satisfaction that comes with knowing that people around the world are using something you've created.
- Significant, demonstrated impact that your work has had on the product and/or the teams you worked with.
- Proficient with standard software engineering methodologies, e.g. unit testing, object-oriented design, data structures, code reviews, design documentation, and utilising observability tooling.
- Understanding of modern web apps and distributed systems, along with an ability to articulate technical challenges and solutions.
- Experience as a technical lead for large multi quarter projects and programs including defining the roadmap.
- Ability to learn quickly, iterate, unblock yourself, and persist until the right problem is solved.

Benefits

We are a well treated bunch, with awesome benefits! If there's something important to you that's not on this list, talk to us!

- Competitive salary and equity in a fast-growing start-up
- We serve lunch every weekday, plus a variety of snack foods and a fully stocked kitchen
- Regular compensation reviews - we reward great work!
- Pension scheme & match up to 4%
- Peace of mind with life assurance, as well as comprehensive health and dental insurance for you and your dependents
- Flexible paid time off policy
- Paid maternity leave, as well as 6 weeks paternity leave for fathers, to let you spend valuable time with your loved ones
- If you're cycling, we've got you covered on the Cycle-to-Work Scheme. With secure bike storage too
- MacBooks are our standard, but we also offer Windows for certain roles when needed.

Policies

Intercom has a hybrid working policy. We believe that working in person helps us stay connected, collaborate easier and create a great culture while still providing flexibility to work from home. We expect employees to be in the office at least three days per week.

We have a radically open and accepting culture at Intercom. We avoid spending time on divisive subjects to foster a safe and cohesive work environment for everyone. As an organization, our policy is to not advocate on behalf of the company or our employees on any social or political topics out of our internal or external communications. We respect personal opinion and expression on these topics on personal social platforms on personal time, and do not challenge or confront anyone for their views on non-work related topics. Our goal is to focus on doing incredible work to achieve our goals and unite the company through our [core values](#).

Intercom values diversity and is committed to a policy of Equal Employment Opportunity. Intercom will not discriminate against an applicant or employee on the basis of race, color, religion, creed, national origin, ancestry, sex, gender, age, physical or mental disability, veteran or military status, genetic information, sexual orientation, gender identity, gender expression, marital status, or any other legally recognized protected basis under federal, state, or local law.

Is this role not quite what you're looking for? [Join our Talent Community](#) to stay connected with us.

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* indicates a required field

First Name *

Last Name *

Email *

Phone *

Location (City) *

[Locate me](#)

Resume/CV *

Accepted file types: pdf, doc, docx, txt, rtf

Cover Letter

Accepted file types: pdf, doc, docx, txt, rtf

LinkedIn Profile

Current Company *

How did you hear about this job?

Are you authorised to work in the country in which this role is located? (Intercom sponsors immigration for some roles so we encourage you to still apply if you require sponsorship.) *

Select...▼

Are you willing to relocate? *

Select...▼

Current Location *

Select...▼

NOTE for US locations : A "Metro" selection means that you live 75 miles (straight line radius) from the metropolitan geographic city center zip code.

Have you previously worked for Intercom? *

Select...▼

Are you willing to work in a hybrid environment and commit to being in the office for three days per week? *

Select...▼

Do you have 3+ years' experience with MySQL?

Select...▼

Do you have experience with Elasticsearch?

Select...▼

Do you have in-depth working experience with Python or Ruby on Rails?

Select...▼

We work under a hybrid in-office model. Are you willing to work from our office location 3 days per week? *

Select...▼

Point of Data Transfer *

☐ Acknowledge

Please click on the following link to view our [Candidate Data Protection Notice](#).

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