

TECHNICAL SUPPORT ENGINEER

Location: Cambridge, UK
Contact: careers@speechmatics.com

"Speechmatics is on the bleeding edge of speech recognition technology. As a part of the Technical Support Team I am responsible for keeping up to date with our latest technology offerings and services, learning how to use and troubleshoot our bespoke platforms and work with all the Speechmatics teams to deliver first class support to our ever-growing customer base. I work as part of a great team for a company with a wonderful culture and if you are looking for a rewarding and challenging opportunity to work for one of the best speech technology companies in the world, then look no further."

- Steve Fellowes, Technical Support Engineer, Speechmatics

Background

Speech technology is one of the most popular discussion items at the moment, yet speech interaction is limited to "Alexa, turn on the light", or "Siri, where is the nearest coffee shop?" We are taking speech technology to the next level using our expertise in machine learning and speech-to-text technology to enable our customers to use conversational speech recognition. Our solutions power subtitling on TV, content discovery for videos, compliance solutions in banks, improve efficiency of meetings, and many other use-cases. Our mission is to improve human communication with a global speech engine, that works and put speech back at the heart of communication.

At Speechmatics you'll be working with some of the smartest minds in the industry, working on cutting-edge projects and deploying the latest machine learning techniques to disrupt the market, providing customers with the best speech technology available, all whilst immersed in a progressive and great company culture. You can enjoy benefits including, share options, healthcare, life assurance, Bike Doctor, massages, regular BBQs, Brew Dogs in the fridge, no red tape, a top end laptop and much more. We're building a company that truly strives to be world-leading and we're looking for people who wholeheartedly believe they can be additive to our culture, bring new ideas to the table and get stuff done. If that's you, carry on reading.

The Opportunity

Speechmatics aims to offer the highest levels of customer support in our industry. This is an excellent opportunity for someone who is looking to develop their career by working as part of an agile, innovative, fast-growing business.

As Technical Support Engineer, you will provide support for our full range of products. This will include being responsible for the day to day management and maintenance of our public and private SaaS services. You will also be responsible for the releasing of updated products to customers. You will collaborate closely with our skilled R&D team to resolve software and system issues rapidly and address customer requests. An ability to effectively prioritise and multitask will be essential. You must possess excellent communication, analytical, and problem-solving skills. You have the ability to identify timely pragmatic solutions and workarounds when a permanent resolution to an issue may not be immediately

achievable. This is a great opportunity to build your technical skills and the ability to learn a wide range of technologies related to cloud and on-premises speech recognition services.

Because you will be joining a rapidly expanding team, you will need to be a team player who thrives in a fast-paced environment. We strongly encourage versatility and knowledge transfer within the team, so we can share efficiently what needs to be done to meet our commitments to the rest of the company.

No prior experience of speech recognition is necessary: Speechmatics has a team of speech recognition engineers who will collaborate on all speech recognition related projects and teach you any specialised knowledge required. It will however be a highly technical role and as such will require someone with technical depth and breadth across all the technologies we employ.

Key Responsibilities

- Providing all 2nd / 3rd level support for the Speechmatics product offerings. Primarily working with the wider team to investigate, fix and deploy patches to the field rapidly
- Day-to-day management and maintenance of our SaaS services in AWS and Azure
- Packaging and preparing our products and documentation for download by our customers. Preparing and sending product licenses to customers
- Take an active part in the continuous improvement of the Support team's methods, processes and documentation
- Participate in an on-call rota to provide out-of-hours 3rd-line support

Requirements

Essential

- A customer focused attitude that emphasises going "above and beyond" to resolve customer issues
- Detail and quality-oriented
- Demonstrable troubleshooting and problem-solving abilities
- Excellent communication skills, both verbal and written, enabling professional, concise and accurate communication with all types of customers – internal or external, corporate or individual
- Commercial experience of administering Linux systems
- Experience working in cloud environments, preferably AWS or Azure
- Experience with Python
- Experience with Bash
- Desire to learn new skills

Desirable

- Experience implementing/improving monitoring (e.g. Zabbix, Nagios) and maintaining/supporting 24x7 services
- Experience with some of the following tools/technologies: Kubernetes, Terraform, Docker, Nginx, uWSGI, PostgreSQL, Ansible, Ubuntu, virtualisation, orchestration/clustering, revision control
- Development experience in a broad range of programming/scripting languages, using RESTful APIs and website front-end/HTML/JavaScript experience
- Experience of dealing with customers in pressurised/difficult circumstances

Salary

Competitive salary (dependent on experience), flexible working and some awesome [benefits & perks](#).

Interested?

Get in touch! Send your CV and covering letter to careers@speechmatics.com.