Job Posting

Position Title          Contributor Success Specialist  
Number of positions     1                      
Duration               Full-time permanent      
Location               Remote                    
Salary range           $70,000 - $96,000

About Artefactual

Artefactual Systems Inc. (https://www.artefactual.com/) provides archival management and digital preservation products and services to the cultural memory sector using open source software. We help to ensure that our international client base is able to care for the evidence of the past so that it can be trusted in the future. Though founded and still based in British Columbia, Canada, we have staff across Canada, the US, Spain, the UK, and El Salvador. We ground all our work in 4 core values: openness, collaboration, sustainability, and trustworthiness.

Artefactual values the diversity of the people it hires and serves. Our success is reliant on building teams that include people from different backgrounds and experiences who share their ideas and perspectives and participate openly in a collaborative, respectful, and supportive working environment. We are dedicated to hiring humans, not just a resume. We look for a diverse pool of applicants including those from historically marginalized groups. We invite you to apply even if you don’t think you meet all the requirements listed below.

We are not working with agencies or recruiters.

Summary

Working in the Partnerships team, successful candidates will empower developers working inside and outside of Artefactual to successfully use and contribute to Artefactual’s open source codebases. Artefactual develops open source solutions that can be run in multiple cloud environments and in on-premise data centres, with a strong emphasis on security and reliability. This position plays a key role in the successful implementation of sustainable archival and digital preservation programs in some of the world’s leading cultural memory organisations.

The Contributor Success Specialist ideally combines deep software development technical expertise with their passion and understanding of the dynamics of open source development processes. They should be genuinely interested in building relationships and helping others succeed.
Job duties

*Ensuring community contribution processes and guidelines are aligned with Artefactual’s open source vision, mission, values, and open source strategy.*

- Ensure that all documentation is inclusive and understandable
- Ensure that all developer communication channels (GitHub, wikis, user forums) are managed consistently
- Represent the contributor community in internal decision making
- Accountable for the continuous improvement in contributor success processes and practice.

**Writing developer-friendly technical content**

- Create technical content aimed at fostering contributor-to-contributor interactions
- Write and maintain technical guidelines, policies, how-tos, troubleshooting guides and other forms of documentation that require technical writing
- Actively participate in internal and external company communications

**Building long term relationships**

- Provide feedback gathered from the community to inform internal processes
- Gather feedback from teams internally that will help to improve the developer experience
- Communicate with contributors in GitHub or other channels
- Represent Artefactual at outreach events in allied domains

Skills and qualifications

**Must haves**

- Good understanding of the philosophy and value of open source software
- Ability to read and understand code
- Experience with version control in git
- Works great in a team setting
- Strong drive to learn and improve continually
- Good communication skills in English
- Comfortable and productive in a Linux development environment
- Self-managing, excellent organization skills
- Remote work. Hours will overlap with 8am-12pm Pacific Time
- Preference for candidates who are legally able to work in Canada

**Nice to haves**

- Familiarity with programming languages such as Golang, TypeScript, Python, PHP
- Experience with cloud native computing
- Experience working in open source software projects and communities
- Experience mentoring developers, including architecture discussions and leadership skills
• Education and/or experience working in the Cultural memory sector (in Archives, Galleries, Museums or Libraries)

How to apply

- Submit your covering letter and CV addressing this posting’s job skills and qualifications, along with a sample of your writing to jobs@artefactual.com.

- Name your file with your last name then first name and then the name of the job posting. For example: SmithRebecca_ContributorSuccessSpecialist.pdf

Deadline to apply

Monday July 31, 2023