



## Data Integration Specialist

### **ABOUT AFFLUENT**

Affluent is an analytics suite that aggregates data from third party marketing services into one dashboard. One of Affluent's core teams is the Data and Integrations team, this team is responsible for building and maintain all our third-party integrations. This team spends its time mapping data sources, auditing and analyzing billions of dollars' worth of eCommerce data, and communicating with the development team.

### **ABOUT THE ROLE**

This role is one-part technical troubleshooting and support, and another part API and data specialist. Your time will be split between maintaining and mapping data sources, working with developers, and building relationships with teams from third part marketing services. As data is of the utmost importance to Affluent and our users, our data specialists are also front-line troubleshooters, you will help to identify and help to resolve issues working directly with users. This role is perfect for someone who thrives on interacting with and helping people but also likes focused, detail orientated individual tasks.

### **IS THIS JOB FOR YOU?**

We are looking for someone who loves Excel and a good VLOOKUP, but also values human interaction. Much of the day-to-day work will be done using SQL and working with APIs. You will be able to take a task and run with it, be empowered to 'figure it out', but also have the backing of a knowledgeable and supportive team. You will have many tasks at the same time, there will be the ongoing need to prioritize and re-prioritize.

### **SKILLS FOR THE ROLE**

- Enthusiasm, curiosity and passion for identifying and solving issues.
- Ideally, experience or an interest in the affiliate and partnership industry.
- Ideally, 1-2 years' experience working in technical support or a customer service position (preferred, or similar customer facing experience e.g., account management or client relations).
- Ideally, 1-2 years' experience working with APIs and SQL.
- Technical Aptitude: You demonstrate a keen knowledge of, and passion for, SaaS or digital experiences. You are someone who learns quickly and takes ownership of your personal development.
- Effective Troubleshooting Skills: You demonstrate strong root cause analysis skills, through effective troubleshooting skills and you are able to quickly identify problems and solutions.
- You work well in a collaborative troubleshooting environment, while at the same time you can also work autonomously to arrive at the right solution for our customers.
- Communication Skills: You have strong written and verbal communication skills, with a strong command of the English language. (Required)
- You have the ability to establish a professional, friendly, and empathetic dialogue with customers.

- Excellent Organizational Skills: You're a great multitasker. You can handle multiple requests at once and have an understanding of prioritization and escalation.
- Team Focus: Effectively work in a team environment that uses cross collaboration and teamwork to solve issues. You enjoy working with others, demonstrate a willingness and ability to share your knowledge with peers and others.
- Customer Inspired: Demonstrate customer focus in every interaction with our customers and learn from them.

#### **DESIRED KNOWLEDGE OR UNDERSTANDING OF:**

Some or all of the following:

- SaaS platforms
- Affiliate marketing and affiliate networks
- Analytics platforms (e.g. Google Analytics)
- Basic (or more advanced) understanding of APIs and SQL
- Basic web troubleshooting (analyzing console log and network tab)
- You have previously worked with customers via email, phone and video.

#### **PERKS & BENEFITS**

- Remote work (with potential for office location)
- Market Competitive Compensation.
- Benefits including health insurance (vision and dental), 401K, unlimited PTO

**JOB TYPE:** Full Time

**SALARY:** \$70,000 (negotiable depending on experience)

#### **EXPERIENCE:**

- Data Analysis: 2-3 year (Required)
- APIs: 1 year (Preferred)
- SQL: 1 year (Preferred)
- Technical Support: 1 year (Preferred)
- Analytics: 1 year (Preferred)
- Root Cause Analysis: 1 year (Preferred)

#### **LANGUAGE:**

- English (Required)

#### **WORK AUTHORIZATION:**

- United States, Canada or United Kingdom (required)

#### **HOW TO APPLY:**

Please submit a copy of your resume/CV and a cover letter to Emma Tett via [emma@affluent.io](mailto:emma@affluent.io) . There is currently no deadline for application, but this may change. If you are interested, please apply as soon as possible.

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