

Position: Data and Performance Manager

Location: Brooklyn, New York

Start Date: Immediately available

Job Type: Full-Time



Position Summary:

Radiator Labs is a fast-growing Brooklyn-based startup and an award-winning leader in energy-efficiency and IoT. We are looking for an experienced Data and Performance Manager. The position will report directly to the COO of the company, and will create and manage our new customer-facing data analysis and performance management product.

The candidate will contribute individually in the development of the data analysis and performance management product, and will manage a field service technician. Principally, the candidate will take a leadership role in the build-out of our big data services expanding our core product capabilities and services. Working in close conjunction with the founders and leadership, the candidate will play a significant role in the growth and development of Radiator Labs.

Responsibilities:

Performance Management

- Collaborate with the Field Operations and Engineering teams to build a performance management program that minimizes service disruptions to our fleet of installed Cozy devices.
- Ensure that the performance management program meets customer expectations in terms of reliability, issue resolution, and maintenance schedules for installed Cozy devices..
- Address Cozy maintenance issues by visiting customer buildings and entering occupied offices and apartments to fix installed Cozys.

Data Product Development

- Provide leadership and expertise in the development of our data product, incorporating the analysis of high-granularity and diverse buildings data.
- Develop and implement best practices for data analytics software products.
- Work with our engineers to continuously improve the performance of our products.

Internal Manager

- Hire, train, and manage a new field service technician.
- Build and execute an integrated performance management program work plan plan to meet deadlines and achieve planned outcomes.

Background and Qualifications:

Leadership Style

- Excited about both rolling up your sleeves to work collaboratively on a team, and leading employees to develop a new big data product.
- Comfortable working in a fast moving startup environment, navigating ambiguity, and solving problems that don't necessarily have a clear solution.
- Self-directed, resourceful and proactive, as well as creative, curious and open to innovative ideas and approaches.
- Positive outlook, flexible, good sense of humor, and can-do attitude.

Technical Background

- Strong preference for candidates with a background in data analytics and databases.
- Basic understanding of software and firmware development and roll-out preferred.
- Experience with wireless distributed systems, machine learning, data visualization and/or developing and commercializing enterprise software systems preferred.

- Proficiency in C and a scripting language (bonus if you're familiar with Elixir and/or Erlang) preferred.
- Familiarity with modern data infrastructure/newer forms of data (unstructured NoSQL data) and related tools.
- Ability and desire to engage with customers, get to the root understanding of their needs, and translate those needs clearly and articulately into the product development process.
- Ability to analyze and resolve challenges at both strategic and tactical levels.
- Bonus if you have a basic understanding of hardware development and commercialization.

Project Management

- Strong project management, analytical, and quantitative skills. Able to create clarity and drive focus in complex and dynamic contexts.
- Passionate about creating and implementing a performance management protocol that ensures Cozys run consistently and any performance issues are resolved proactively.
- Highly organized, strategic thinker, demonstrated track record of managing teams and developing products.
- Care about solving big, systemic problems.
- Tackle complex issues with a sense of ownership, drive and urgency.
- Excellent interpersonal and written/verbal communication skills.
- Able to overcome obstacles in order to drive projects to completion, on time, on schedule, and on budget.

To Apply:

Please apply for this position here: <https://www.indeed.com/job/data-and-performance-manager-504f193b3c2e95f7>

The successful applicant will be selected based upon his or her qualifications for this position and without regard to the applicant's race, color, ethnic or national origin, religion, creed, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, marital or partnership status, citizenship or alienage status, veteran status, whether children are, may be or would be residing with a person, or any other characteristic protected by law.

Compensation package includes:

- Competitive salary, commensurate with prior experience.
- Equity
- Benefits
 - Generous Paid Time Off
 - Medical, Dental, Vision Benefits
 - Flexible Spending Account and Commuter Tax Benefits
 - Weekly Team Lunch

About Radiator Labs

Radiator Labs' patented technology is the first low-cost, easily installed solution for overheated pre-war buildings. These buildings, concentrated in larger, older cities in colder climates, waste approximately 30% of their heat energy through overheating, the entirety of which can be reclaimed with Radiator Labs' "Cozy" solution.

Radiator Labs has been the recipient of many prizes for innovation, including the 2012 MIT Clean Energy Prize Grand Prize, the 2014 Popular Science Invention Award, and the 2014 Verizon Powerful Answers award. We've also received extensive press coverage, including Crains NY, Popular Science, NPR, and Fox News.

Radiator Labs is currently entering into a growth phase with revenues that are projected to reach multiple millions in 2019.

Learn more: <http://www.radiatorlabs.com>