

Director of Engineering

EyeQ Imaging | Hybrid in Calgary (HQ) or remote in North America, in the following locations:
Florida, Texas, Carolinas, Georgia, Utah. | Full-time

You must be authorized to work in the US or Canada to be considered.

About EyeQ

EyeQ is a dynamic, small, and growing profitable technology company based in Calgary, Canada. A leader in remote-first workforce, our diverse team of 35 is located around the world. We're recognized as the world leader in the digital imaging industry where we license our automatic photo & video correction technology to the largest photo printers, cruise lines, school labs and theme parks around the globe, automatically correcting over 145 million images per day. We license enterprise-level software and SDK packages that bring cost savings, time efficiencies, and increased revenue streams to our customers.

The Challenge Ahead

We are seeking an experienced and proven engineering leader to lead our rockstar remote engineering team of 10 as we continue to scale. You will be part of the leadership team and will work very closely with our Director of R&D, Director of Product, Director of Sales and CEO to shape how we build robust technology that the team invents.

What does success look like?

- Products & technology ship predictably and on-time
- AI and imaging innovations reach production quickly
- Platform uptime, robust SDK performance, and fast image processing speed
- Teams are engaged and top talent retained
- Architecture supports future growth
- Engineering becomes a competitive advantage rather than a bottleneck

Your personal attributes include:

- A bachelor's degree
- 10+ years of experience developing and shipping imaging-related software, ideally both front-end (desktop, mobile, web) and back-end (SDK or 'engine')
 - Including 5 years managing engineers
- Strong preference for somebody that has experience in photo & video development
- Strong code fluency in C, C++, C#, Objective-C, python
- Working knowledge of AWS (specifically, serverless, lambda, and GPU EC2 instance scaling), WASM, JavaScript, TypeScript, Node, React, bash, windows BAT and PowerShell
- Nice to have - knowledge of QT, Java, Kotlin,, Swift, Azure, GCP, TensorFlow, ONNX, Metal, CoreML, PyTorch, Keras, U-Net, GANs, Stable Diffusion and Transformers

Your track record will include:

- Building and managing a team (**people skills**), project management (**organizational skills**), overseeing and managing development (**coding skills**)
- Excellent **communication** - tight liaise and planning with head of both Innovation and Product
- Proven technical acumen in on-prem enterprise (desktop & server), mobile, and cloud with a curiosity to **leverage AI** where best necessary
- Proven ability to GSD (get stuff done, efficiently), and on-time delivery

What you will accomplish at EyeQ - Roles & Responsibilities:

- A. **Engineering leadership & strategy** - *Turn EyeQ goals into an engineering roadmap and execution plan*
 - Build the solutions EyeQ needs in the most efficient way possible, on time
 - Fluency in all development projects (what tech used where, what are major issues, overall status) and deep knowledge of tech stack
 - Create development plan with engineering team, unblock when stuck
 - Skills, tech and coding guidance
 - Final review on coding style, code reviews, tech adequacy

- Leverage AI to reduce time to market, reduce overall engineering cost, and increase quality of development

B. Product Delivery & Execution - *Accountable for delivering products on time and at the expected quality level*

- Coordination, scheduling, ensuring the engineering team has the right tools to succeed
- Understand who's doing what, and by when - actively managing on-deck and next on deck roadmap
- While not coding daily, you own technical quality and long-term architecture decisions. You must understand all code that is written and ensure it's robust, high quality, and properly documented
- Optimize development processes and operating rhythms for today's AI forward world and a scaling tech company the size of EyeQ
- Coordinating and clear communication across R&D, product, sales and operations.
- **Getting Stuff Done:** Actively drive all development projects, solve roadblocks, highlight resource constraints, technical risks, and offer practical solutions to solve problems.
- Task clarity: what exactly is needed, which implementation option is optimal
- Release Management
 - Technical process to deploy all products, on time (desktop, SDK's, cloud)
- 3rd party tool assessment and management
 - Assessment on non EyeQ developed tech and tools to ensure technically suitable for the task, legally appropriate, cost effective
- Accurate estimation of level of effort and completion date for projects

C. Architecture & Technical Direction

- Creating, reviewing and approving major architectural decisions
- Ensuring scalability and maintainability
- Managing technical debt
- Defining engineering standards and best practices
- Overseeing platform modernization efforts

- For photo/video SaaS platforms - high throughput and speed is particularly important
- GPU vs CPU frameworks and infrastructure deployment

D. Lead, nurture & grow an engineering team - a large portion of the role is organizational leadership

- Foster a culture of accountability, innovation, and creativity with a passion to efficiently build robust technology and products on time
- Building career ladders and promotion frameworks, mentor, coach, and support tech talent
- Performance management
- Ensure the technical team is efficient, supported, trained, and suited to the work assigned.
- Team structure design - ensure the right people are in the right seats with the appropriate skill sets

E. Technical & Customer support

- Manage QA team and define robust and efficient testing protocols
- Technical support for both sales and customers which includes:
 - a. suggesting best deployment to accomplish customer objectives and tech stack
 - b. Understanding customer infrastructures & workflows
 - c. assisting head of Product with customer integrations
 - d. 1st path of tech escalation
- Support the team, tools, tech, and overall quality responsibility
- Supporting strategic customer conversations
- Explaining EyeQ architecture & tech stack
- Reviewing major customer escalations