
Forward Deployed Engineer

Our client is a fast-growing Fintech company building next-generation payment infrastructure and financial data platforms used by banks, neobanks, and enterprise clients across North America.

📍 New York, NY — On-site · Full-time · Mid-level (3–5 years)

ABOUT THE ROLE

We are looking for a Forward Deployed Engineer (FDE) to sit at the intersection of engineering and client success. You will be embedded with our client's enterprise accounts, translating complex customer needs into technical solutions — building integrations, customising platform features, and ensuring successful adoption of the product. This is a highly visible, high-impact role that requires both hands-on engineering skills and the ability to communicate clearly with non-technical stakeholders.

KEY RESPONSIBILITIES

- Partner directly with enterprise clients to understand their technical requirements and translate them into scalable solutions on the platform.
- Build and maintain client-facing integrations, APIs, and custom workflows using Python, JavaScript, and REST/GraphQL APIs.
- Own the technical onboarding experience for new clients — from kick-off through go-live.
- Act as a technical liaison between the client and internal engineering, product, and support teams.
- Diagnose and resolve production issues in client environments, often under time pressure.
- Contribute improvements and reusable components back to the core platform codebase.
- Document solutions, integration patterns, and runbooks for internal and client use.

REQUIREMENTS

- 3–5 years of software engineering experience, ideally in a customer-facing or solutions engineering role.
- Strong proficiency in Python and/or JavaScript/TypeScript.
- Solid understanding of REST APIs, webhooks, and data integration patterns.
- Experience working with financial data, payment systems, or fintech platforms is a strong plus.
- Ability to work independently in client environments and manage multiple accounts simultaneously.
- Excellent written and verbal communication skills — you can explain a technical architecture to a CFO and a debugging session to a CTO.
- Comfortable with ambiguity and fast-paced startup environments.

NICE TO HAVE

- Experience with cloud platforms (AWS, GCP, or Azure).
- Familiarity with compliance and regulatory requirements in financial services (PCI-DSS, SOC 2).

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- Prior experience in a startup or scale-up environment.

COMPENSATION & BENEFITS

Base Salary: \$130,000 – \$160,000 per year

Bonus: Performance-based annual bonus up to 15%

Equity: Stock options / RSUs as part of total comp package

Benefits: Comprehensive health, dental, and vision insurance; 401(k) with employer match; 20 days PTO + public holidays; \$2,000 annual learning & development budget

Location: On-site in New York, NY (hybrid flexibility after 6-month onboarding)