

Customer Engineering Director, Full-Time, Bristol UK

Graphcore has created a completely new processor, the Intelligence Processing Unit (IPU), specifically designed for artificial intelligence. The IPU's unique architecture means developers can run current machine learning models orders of magnitude faster. More importantly, it lets AI researchers undertake entirely new types of work, not possible using current technologies, to drive the next great breakthroughs in general machine intelligence.

We believe our IPU technology will become the worldwide standard for artificial intelligence compute. The performance of Graphcore's IPU is going to be transformative across all industries and sectors whether you are a medical researcher, roboticist or building autonomous cars.

Our team is at the forefront of the artificial intelligence revolution, enabling innovators from all industries and sectors to expand human potential with technology. What we do, really makes a difference.

We are looking for a Customer Engineering Director to build and lead our applications engineering, technical marketing, and product support efforts. This individual will have experience leading teams supporting highly technical software products preferably in the high-performance computing or software tools areas. Machine learning experience is a big plus but not absolutely necessary. This position will be based in Bristol, England.

Responsibilities:

- Build and lead a talented team of applications, technical marketing, and product support engineers to help developers build and optimize applications on IPU-accelerated platforms
- Work directly with key ML developers to understand current and future problems they are solving
- Support sales and business development activities
- Plan and develop technical collateral, training, white papers, sample code, benchmarks, presentations, etc.
- Define and implement a highly-responsive customer support process
- Serve as the primary point of contact for all customer support issues and activities
- Represent developer needs within Graphcore and provide feedback to Engineering and Marketing

Key Skills:

- BS or higher in CS, EE, or related technical field
- 5+ years practical software development experience, preferably in high-performance software
- Experience building and leading teams of highly technical professionals
- Ability to understand complex technical issues, related business challenges, and develop strategies to effectively address them
- Excellent communications and presentation skills to technical and executive-level audiences

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- Motivated, dynamic, creative self-starter with a good sense of humour and positive win-win style
- Machine learning experience a big plus.

We welcome people of different backgrounds and experiences and are committed to building an inclusive work environment that makes Graphcore a great home for everyone. We are an equal opportunity employer and want to build a work environment where everyone is happy, productive and respectful so they can do their best work. If you have a disability or additional need that requires accommodation, just let us know.