Product Engineer

The Technical Bridge Between Customers and Code
At MapsPeople, we're looking for a different kind of engineer.
One who gets energized by customer conversations on Monday, ships a critical bug fix on Tuesday, demos a prototype to a prospect on Wednesday, and collaborates on a new feature with the engineering team on Thursday. If you believe the best products are built by those who deeply understand customer pain points AND can solve them with code, this role is for you.

The Role: Where Customer Obsession Meets Technical Excellence
As a Product Engineer at MapsPeople, you'll be the technical heartbeat of our customer experience. You're not just an engineer who occasionally talks to customers, nor a technical support person who can code. You're a true hybrid - someone who can diagnose a customer's integration challenge in the morning and implement the solution that afternoon.
This role sits uniquely within our Product team, reporting directly to the CPTO. You'll work as the technical counterpart to our Product Managers. While they focus on strategy and roadmap, you'll be in the trenches - understanding customer needs firsthand, rapidly prototyping solutions, and ensuring every customer succeeds with our platform.

Your Mission
60% Customer-Facing Technical Leadership:

- Lead technical discovery sessions with enterprise prospects, understanding their architecture and requirements

- Own post-sales technical onboarding, ensuring customers achieve their first success within days, not weeks

- Dive deep into support escalations, not just solving the immediate issue but identifying patterns that inform product improvements

- Build compelling demos and proof-of-concepts that showcase what's possible with MapsIndoors

- Be the trusted technical advisor our customers call when they're stuck

40% Hands-On Product Development:

- Transform customer insights into shipped features, working alongside our engineering team

- Fix critical bugs that block customer success - you have direct commit access and the autonomy to ship fixes

- Build tools and integrations that accelerate customer implementations

- Contribute to our SDKs and developer documentation based on real implementation experience

- Prototype new capabilities using AI and emerging technologies

What Makes You Perfect for This Role
Technical Foundation (Must-Haves):

- 4+ years of software engineering experience with production systems

- Experience with full-stack development: JavaScript/TypeScript, modern frameworks (React/Angular), and backend development (Node.js/.NET)

- Experience with API design and integration expertise - you've built and consumed RESTful APIs

- Comfort with Git, CI/CD, and modern development workflows

- Experience with Agentic Software Development tools (Claude Code, Gemini CLI, Cursor, or similar) to accelerate delivery and prototype faster

- An Undergraduate degree in Computer Science, Engineering, or other relevant discipline

The X-Factor:

- You genuinely enjoy talking to customers and get energy from solving their problems

- You can context-switch between deep technical work and customer conversations without missing a beat

- You think in systems - seeing how individual customer issues connect to broader product improvements

- You're pragmatic about solutions - knowing when to build, when to configure, and when to say no
- You communicate complex technical concepts in ways that make non-technical stakeholders say "that makes perfect sense!"

Bonus Points:

- Mobile development experience (iOS/Android native or React Native/Flutter)
- Experience with mapping libraries (Mapbox GL JS, Google Maps API)
- Experience in Mapping, GIS, or Geodata.
- Cloud platform expertise (Azure, AWS, GCP)
- Previous experience in technical pre-sales, solutions engineering, or developer relations
- You've supported enterprise B2B SaaS implementations

What Success Looks Like

- **Month 1:** You've shipped your first customer-requested fix and led your first technical implementation
- **Month 3:** Customers are requesting you by name for technical sessions, and you've contributed meaningful features to the platform
- **Month 6:** You've identified and eliminated recurring customer pain points through better tooling and product improvements
- **Year 1:** You're the go-to person bridging customer needs with engineering capabilities, with a track record of successful enterprise implementations

The Team & Culture

You'll report directly to our CPTO and be part of our Product team, working closely with Product Managers and Designers who value technical depth. You'll collaborate daily with our Engineering team, who will see you as one of their own - because you are. And you'll be a hero to our Customer Success team, who will rely on your expertise to unblock critical situations.
We believe in:

- **Proximity to problems:** The best solutions come from those closest to customer pain
- **Shipping over perfection:** Better to solve 80% of the problem today than 100% next quarter
- **Technical empathy:** Understanding both what customers need AND what's technically elegant
- **Collaborative autonomy:** You own your area but never work in isolation

Why MapsPeople, Why Now

We're at an inflection point. Our platform powers indoor navigation for 25,000+ buildings globally, and demand is accelerating. But with growth comes complexity - more integrations, more use cases, more technical challenges. We need someone who can help our customers navigate this complexity while feeding insights back into the product.
This role is perfect if you want to:

- Have direct impact on product direction through customer insights
- Work with cutting-edge spatial computing and AI technologies
- Build something used by millions of people navigating physical spaces
- Join a global team that's mapping the future of indoor experiences

Location & Logistics

- **Location:** We are looking for several new colleagues spread across Aalborg or Copenhagen, Denmark, Toronto, Canada or Austin, Texas (hybrid working model)
- **Reports to:** Chief Product & Technology Officer (CPTO)
- **Team:** Part of the Product team, collaborating with global Product and Engineering teams
- **Travel:** Occasional travel for key customer implementations and team gatherings