

## Developer Community Manager

[Apply Now](#)

Company: Immutable

Location: Australia

Category: other-general

**About Us** Immutable is a global technology company, powering the world of NFTs on Ethereum. We are on a mission to be the number one ecosystem for NFTs which empowers and rewards users. Founded in 2018, Immutable is one of the fastest Australian companies to hit unicorn status, having raised more than AUD \$300M+ and a valuation of AUD \$ billion. Currently, the Immutable Group consists of the Immutable Platform, the preferred developer platform for building & scaling web3 games on Ethereum, and Immutable Games, a global leader in web3 game development and publishing with leading titles Gods Unchained and Guild of Guardians. It is our ambition to make digital worlds real; we have incredible global growth plans as we strive to become the number one ecosystem for NFTs. Come and join us as we pioneer in this space.

**About The Role** Joining Immutable as a Developer Community Manager, you will play a fundamental role in driving market adoption of our platform offering by the developer community from the bottom up. Reporting to the Head of Developer Growth, this role is pivotal in leading one of the key channels within this wider remit of developer engagement and product adoption. The Developer Growth team contextualises our core products and seeks to achieve long-tail developer customer adoption and growth. The core products this team is accountable for include Developer documentation, Developer onboarding experience, Developer support and community, Martech platform to provide multichannel customised experiences and learning content, Single customer view/dashboard of Immutable product usage tracking and additional buildout of developer experience components, including ChatGPT.

**You'll Be Empowered To :**

Lead the timely resolution of both technical and non-technical questions from our developer customers.

Troubleshooting, identifying, and escalating issues to our engineering team, supporting Incident Management.

Lead the management of the developer community and support activities via existing and future channels - the primary focus is on the current implementation of Discord as our dominant platform.

Map out and optimise support escalation processes to ensure continuous improvement in customer experience.

Lead the evolutionary build of the developer community and the support function, including designing and building the team through creative sourcing via community participation.

Create and curate public knowledge-based articles and internal documentation to help our customers and team move faster.

Collaborate with Product and Engineering managers as well as others within the Developer Growth function to give feedback on product marketing, documentation and overall developer experience.

### **We'd Love You To Bring :**

Strong written and verbal communication skills.

3+ years experience working in a highly technical support role (ideally level 2 support, solutions engineering or developer relations), interacting with customers verbally and in writing.

5+ years experience with programming, server-side scripting, REST APIs, browser & developer tools, SQL, and debugging tools ( NewRelic, Sentry)

Highly passionate about problem-solving with code

History of experience supporting great products

Interest and exposure to web3 (ideally, have tried Immutable or built on Ethereum)

## Bonus Point For :

Web3 capability/proficiency

Understand gaming platforms like Unity and Unreal, ideally have built or adapted a game before

**A bit about the team:** The Developer Growth (Dev Growth) team within the GTM (Go-To-Market) function is responsible for exactly this - growing and enriching the experience of our developer customers. Whether they're working on a small one-man project or part of a big studio, our job is to make sure we communicate and package our product solutions to suit their exact needs. We also work closely with our product teams to make sure whatever we build is informed by the latest data and understanding of who our customer is and what they're wanting. Growth is in our DNA, we are relentlessly data driven and use the full spectrum of product and marketing interventions to experiment towards better outcomes for our customers. **We are proud of the benefits that we offer for all of our employees globally. Here is a snapshot**

**Attracting the best global talent:** We commit to paying globally competitive salaries and contributions & we share our products' success through Employee Stock Options. We also support our US Employees with Medical and 401K Insurance While we offer flexible working arrangements, we have an epic head office in the heart of Sydney and offer remote office hubs around the globe via a WeWork all-access pass We offer USD \$500 WFH allowance to set up your home office and USD \$600 per annum to put toward your internet and phone usage. **Levelling up your growth** We offer up to USD \$1,350 per annum for any classes, courses or events to support your growth and development Enjoy access to free online courses via Udemy **Helping you thrive** Enjoy USD \$800 per year to put toward your health and wellbeing Get 24/7 access to unlimited counselling for you and your family when you need it through our EAP Service Get premium access to mindfulness resources, online fitness classes and discounts at major retailers through Perkbox **Leave when you need it the most** New parents receive 12 weeks of paid leave in our gender-neutral offer. The birthing parent also gets an additional six weeks of leave for rest and recovery leading up to and after birth. We also offer Miscarriage Leave and extra leave for IVF treatments Enjoy 2 additional paid annual leave days at the end of the year and a paid day off for your birthday **Additional Information:** Immutable is committed to building and fostering an inclusive, diverse workplace. We believe in incorporating everyone's perspectives and experiences as this has been a significant

driver of our success so far. For this reason, we strongly encourage candidates of all backgrounds to get in touch. We are a 2024 Circle Back Initiative Employer we commit to responding to every applicant.\*A note to recruitment agencies: Our internal team has this role covered, so there is no need to reach out - We don't accept unsolicited agency resumes and are not responsible for any fees related to unsolicited resumes. Thank you!**Join us in shaping the future of web3 gaming!** #LI-Remote

[Apply Now](#)

#### Cross References and Citations:

1. [Developer Community Manager Fashionjobsnearme Jobs Australia Fashionjobsnearme](#) ↗
2. [Developer Community Manager ThehiredjobsJobs Australia Thehiredjobs](#) ↗
3. [Developer Community Manager Jobsqatar Jobs Australia Jobsqatar](#) ↗
4. [Developer Community Manager Londonjobs Jobs Australia Londonjobs](#) ↗
5. [Developer Community Manager Searchcanadajobs Jobs Australia Searchcanadajobs](#) ↗
6. [Developer Community Manager ArtjobsnearmeJobs Australia Artjobsnearme](#) ↗
7. [Developer Community Manager Flutterjobsnearme Jobs Australia Flutterjobsnearme](#) ↗
8. [Developer Community Manager UnitedstatesjobsJobs Australia Unitedstatesjobs](#) ↗
9. [Developer Community Manager PlumberjobsJobs Australia Plumberjobs](#) ↗
10. [Developer Community Manager HairjobsJobs Australia Hairjobs](#) ↗
11. [Developer Community Manager Presidentjobs Jobs Australia Presidentjobs](#) ↗
12. [Developer Community Manager Softwareengineeringjobs Jobs Australia Softwareengineeringjobs](#) ↗
13. [Developer Community Manager Seekingjobs Jobs Australia Seekingjobs](#) ↗
14. [Developer Community Manager Searchnzjobs Jobs Australia Searchnzjobs](#) ↗
15. [Developer Community Manager Personaltrainerjobs Jobs Australia Personaltrainerjobs](#) ↗

16. **Developer Community Manager StudentjobsnearmeJobs Australia Studentjobsnearme** ↗
17. **Developer Community Manager Chilejobs Jobs Australia Chilejobs** ↗
18. **Developer Community Manager Parisjobs Jobs Australia Parisjobs** ↗
19. **Developer community manager Jobs Australia** ↗
20. **AMP Version of Developer community manager** ↗
21. **Developer community manager Australia Jobs** ↗
22. **Developer community manager Jobs Australia** ↗
23. **Developer community manager Job Search** ↗
24. **Developer community manager Search** ↗
25. **Developer community manager Find Jobs** ↗

Source: <https://au.expertini.com/jobs/job/developer-community-manager-australia-immutable-e0051949db/>

Generated on: 2024-04-28 by Expertini.Com