



Position Description

Data Engineer (Remote, Boston, New York)

Who We Are

firsthand is changing the way individuals living with Serious Mental Illness (SMI) get care. We are focusing on delivering real outcomes for individuals that have historically been underserved, stigmatized, and deprioritized. By building technology and services focused on whole-person care, **firsthand** aims to find, establish a trusting relationship with, and support quality care for individuals living with complex presentations of SMI.

firsthand's high-touch model will dramatically improve the health and outcomes of its engaged individuals, driving down the utilization of unnecessary high-cost care while also helping individuals enroll in eligible Federal, State, and municipal benefits. Most importantly, our goal is to be the trusted guide and first call for individuals we serve, guiding them to a life of stability and independence.

In doing so, we will not only improve lives, but also improve the economics for managed care plans and states responsible for providing care to this community. This enables us to build solutions that scale and, as a result, change the way our society supports those most impacted by serious mental illness.

We are building a team of deeply passionate problem-solvers who are courageous enough to take on one of the country's most challenging healthcare problems. Those who are up for the task will be rewarded with deeply mission-oriented work, competitive equity and cash compensation, and the opportunity to build first of its kind purposeful behavioral health technology. We also prioritize personal and professional development through mentorship from successful serial operators and leaders, peer learning from a similarly motivated team, and a voice at the table in the earliest stages of business building. **firsthand** is Series A venture backed by GV (formerly Google Ventures) and Triple Aim Partners. Our team is composed of serial entrepreneurs with multiple exits and experienced thought leaders in the SMI space. We are working with a national payer customer, launching in multiple states in 2022.

Data Engineer Role

In order to facilitate the **firsthand** mission, we are building data infrastructure in order to surface critical data or insights that enable more timely and personalized engagement outreach on individuals living with SMI at scale. This allows our team of peers, social workers, and nurse practitioners to plan appropriate care and focus on critical tasks rather than manually searching for information across silos in the healthcare system.

This is a unique opportunity to found and define the data engineering team, our stack and architecture, with a high caliber product and data team that is growing quickly. You will build impactful healthcare technology on a modern technology stack.

Job Specifics:

As a data engineer you will:

- Work on a fast-paced, autonomous, agile team to build and enhance a modern cloud, database, and ELT infrastructure working with diverse healthcare data
- Provide technical leadership throughout the technical design and implementation process
- Own end to end infrastructure releases and platform enhancements
- Lead the technical design process, bringing your expertise and analysis to help make data-driven decisions
- Contribute to developing a culture of testing, quality, and attention to detail by supporting industry leading practices such as writing and maintaining comprehensive test coverage
- Actively participate in ensuring **firsthand** maintains a disciplined approach to healthcare security and privacy

You will be a good fit if you have:

- You have experience working on data engineering teams, building and deploying highly scalable data analytics applications
- You are passionate about building quality products and want to own product development end-to-end leading with the right design and development principles
- You have experience with common software development practices such as version control, unit testing, and CI/CD
- You are a team player and are interested in working at a fast-paced startup environment
- Experience with Apache Airflow, DBT, and ETL / ELT tools
- Strong Python skills

Our application stack:

- ...

The experience you bring to this role includes:

- Bachelor's degree in computer science, software engineering, or equivalent experience
- Minimum of 3 years of experience in the software development lifecycle, required
- Prior experience in healthcare or life sciences data infrastructure development

firsthand Benefits

firsthand is building a workplace and culture that cares deeply for our team and our communities. Our benefit design is in line with our values of compassion and empathy:

- Competitive base salary, bonus, and equity compensation
- A range of healthcare benefits offerings for yourself and/or your family
- 401(k) with employer matching program
- Competitive and flexible paid time off policies

- Additional health, wellness, and insurance benefits

firsthand's Values-Driven Culture



Trust & Transparency - We won't be able to solve all problems / conditions, we may not always succeed in what we set out to do for individuals with serious mental illness. We won't make false promises, but we will do all that it takes to help individuals seeking better care, improving the circumstances they are living with, and achieving their personal goals.



Care, Compassion, & Empathy - We understand that individuals with serious mental illness will have unique life journeys, circumstances they are dealing with, and needs. We will not judge individuals for the challenges they are facing or decisions they have made in the past. We will not view them transactionally - as problems to solve or dollars to be made. We will meet individuals where they are to the best of our ability.



Honesty & Integrity - We - including our employees, partners, and investors - will always act with integrity when it comes to our professional behavior, interactions with individuals, and ethics. Our actions, communications, and decision-making will be driven by the best interests of individuals with serious mental illness. Likewise, we will not put our employees or individuals we serve in uncomfortable situations.



Humility – We are humbled that individuals we serve choose to partner with us with the goal of improving their care outcomes and quality of life. We will not label individuals by their medical diagnoses or personal challenges. First and foremost, individuals with serious mental illness are humans with whom we share hope.

To Apply

Please send your resume to talent@firsthandcares.com and let us know why you should be considered to join the **firsthand** team.

firsthand is an Equal Employment Opportunity employer. All qualified applicants/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex, sexual orientation, gender, gender identity, pregnancy, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law.