

Software Engineer, Platform & Systems

Reports to Head of Technology

Location Cambridge Hub

Hours Full-Time

ABOUT US

The RoboHub is cultivating a dynamic, hands-on learning ecosystem where children build confidence, creativity, and technical aptitude through robotics, AI, and authentic problem-solving. We are more than just an after-school program or summer camp; we are a technology-enabled learning company designed for multi-hub scalability while maintaining the high standards of quality, care, and curiosity our community expects. To achieve this vision, we require robust technology that streamlines operations, ensures data integrity, empowers our educators, and provides a seamless experience for both parents and students.

PURPOSE OF THE ROLE

The RoboHub is seeking a **Software Engineer, Platform & Systems** to architect and sustain the digital operating system that powers our entire educational mission. In this hands-on engineering capacity, you will thrive at the intersection of technical excellence and operational impact, working in close proximity to our users, data, and core mission. You will act as the **primary technical liaison** with our external development partners to evolve our proprietary management platform, while ensuring the stability and integrity of the critical systems that drive our daily operations.

Your mission is to architect a more scalable, measurable, and secure technical foundation that enhances the operational efficiency of The RoboHub. You will collaborate closely with the founder, operations team, educators, and our external development partners to ensure our digital ecosystem authentically reflects and supports our core business workflows. This involves driving the evolution of our proprietary platform, facilitating data migrations from legacy systems like Sawyer and Procure, overseeing Google Workspace integrity, and serving as the definitive internal technical resource for website and system updates. The ideal candidate transcends the question of "Can we build this?" They are driven to ask, "How will this solution measurably improve the experience for our teachers, parents, students, and staff?"

KEY ACCOUNTABILITIES

Platform & Vendor Coordination

- Serve as the **primary technical liaison** between The RoboHub and our external development partners.
- Define, clarify, and validate technical requirements for our proprietary platform, encompassing student attendance, internal drive architecture, user permissions, data migration, reporting, and future operational workflows.
- Rigorous pressure-testing of all technical developments to identify architectural gaps, ensuring that the proprietary platform delivers authentic operational utility beyond the demonstration phase.

Requirements Translation

- Translate complex operational workflows and business objectives into precise, actionable technical requirements for our platform.
- Translate the needs of teachers, parents, and operations leaders—who may not use technical language—into precise user stories, requirements, and implementation priorities by deeply understanding their authentic workflows.
- Demonstrate the agility to navigate fluidly between technical **code**, **data** integrity, operational **processes**, and the **people** who drive our mission forward.

Data Migration & Data Integrity

- Strategize, facilitate, and authenticate the transition of critical business data from legacy ecosystems including Sawyer and Procure.
- This accountability encompasses field mapping, discrepancy identification, vendor coordination, and the execution of rigorous test migrations to ensure record validation and comprehensive process documentation.

- Recognize that our data represents the authentic history of our children, families, and programs; therefore, **accuracy** and **integrity** are paramount.

Google Workspace Administration

- Architect, optimize, and maintain the integrity of our **Google Workspace** ecosystem to ensure seamless, secure, and high-performance team collaboration.
- Exercise comprehensive oversight of user provisioning, Shared Drive architecture, granular permission modeling, and the systematic onboarding/offboarding of talent, while driving the continuous improvement of document organization and access control protocols.
- Ensure that our digital environment reflects "**The RoboHub Way**"—transforming Workspace from a fragmented storage repository into a highly structured, searchable, and mission-critical operational asset.

Internal Technical Support

- Serve as the **definitive internal technical resource** for our cross-functional teams.
- Proactively troubleshoot systemic issues, empower platform users through direct support, facilitate seamless navigation of our digital ecosystem, and systematically document technical friction to demystify complex technology for non-technical colleagues.
- Ensure that teachers and operations leaders are **authentically empowered** by our systems, transforming technology into a high-performance asset rather than an operational bottleneck.

Website Updates & Maintenance

- Execute and oversee **website updates and maintenance** to ensure that public-facing information remains precise, accessible, and high-impact for our families.
- Collaborate with operations and marketing to drive the systematic evolution of program pages, schedules, camp details, and strategic landing pages, maintaining the technical integrity of our **digital first impression**.

Security & Access Discipline

- Recognize that because The RoboHub serves children and families, **trust** is a fundamental component of our product and mission.
- Champion the secure and responsible management of our digital infrastructure, including platform access, Google Workspace integrity, data handling protocols, and vendor coordination.
- Enforce rigorous discipline across role-based permissions, systematic onboarding/offboarding, and account auditing to ensure the **absolute integrity** of sensitive student and family data.

KEY SUCCESS MEASURES (FIRST YEAR)

In your first year, success will be defined by:

- External development partners are empowered by **definitive, meticulously documented technical requirements** that drive precise execution.
- The proprietary platform **authentically reflects core operational workflows**, delivering measurable improvements in usability for the entire team.
- Data migrations from Sawyer, Procure, and legacy systems are **strategically planned, validated, and documented** to ensure absolute record integrity.
- Google Workspace is transformed into a **highly structured, secure, and searchable mission-critical asset**.
- Educators and operations leaders are **authentically empowered** by systems that provide seamless access to critical information.
- Internal technical friction is **systematically demystified and resolved** through proactive troubleshooting and clear documentation.
- The website serves as a **precise and high-impact digital first impression**, maintained with technical rigor.
- The organization operates with **absolute confidence** in the security, quality, and operational utility of our digital infrastructure.
- Technology is **successfully institutionalized** as a high-performance engine for scalability rather than an operational bottleneck.

CHARACTERISTICS & EXPERIENCE

You may be a strong fit if you:

- Thrive in a high-impact environment where you work in close proximity to **authentic users** and complex operational challenges.
- Possess the **technical excellence** to architect solutions while remaining deeply service-minded; you are a practical communicator capable of maintaining clarity and patience across a diverse stakeholder group of founders, developers, and educators.
- Are driven by the desire to build robust systems that deliver **measurable operational utility**.
- Recognize that **internal platform integrity** is paramount, directly shaping the quality and care experienced by our teachers, parents, and children.
- Navigate fluidly through early-stage ambiguity, taking the initiative to **institutionalize clarity** and structure as you evolve our systems.

Who will **not** enjoy this role:

- You prefer to sit detached from the mission, expecting perfectly defined engineering tickets rather than engaging with **authentic user stories**.
- Your focus is solely on code, without an interest in data migration, vendor coordination, or the **meticulous documentation** required to sustain our digital ecosystem.
- You treat internal operational tools as secondary to customer-facing products.
- You lack a rigorous approach to **security discipline**, permissions, or data integrity.
- You experience frustration when non-technical colleagues describe operational bottlenecks in imprecise language.
- You seek to build technology for its own sake rather than as a **high-performance engine** for our mission.
- At The RoboHub, technology is institutionalized to ensure our experience is **safer, clearer, and more scalable** for our children, parents, and entire team.

We are looking for someone with:

- Demonstrated **software engineering excellence**, with a strong preference for full-stack exposure in agile environments.
- Architectural fluency to analyze, discuss, and evolve modern web application frameworks.
- Proven track record of success in **coordinating with external developers**, vendors, and technical partners.
- The ability to translate fluid operational needs into **precise technical requirements**, workflows, and rigorous acceptance criteria.
- Hands-on experience with database architecture, facilitating data migrations, and ensuring **absolute data integrity**.
- High proficiency in **Google Workspace and Google Cloud administration** to empower team collaboration.
- A rigorous approach to **security discipline**, including granular access control and best-in-class data protection practices.
- A proactive mindset for troubleshooting systemic issues and serving as a **definitive technical resource** for internal users.
- The agility to execute website maintenance and coordinate complex web initiatives to maintain our **digital first impression**.
- A commitment to **meticulous documentation** to demystify technology and institutionalize knowledge.
- Exceptional communication skills, with the ability to bridge the gap between technical code and operational impact.
- Strategic judgment to prioritize high-utility solutions while maintaining clarity on long-term architectural goals.
- An **authentic passion** for our mission—empowering children through robotics, AI, and hands-on learning.
- Valuable, though not mandatory, experience with Sawyer, Procure, EdTech platforms, or multi-site service operations.

Most software engineering roles are about building features. This role is about building the technology backbone of a company that helps children learn the tools of the future. If we do this well, our platform will not simply track attendance or organize data. It will help teachers teach better, parents trust more, children progress with more confidence, and future hubs open with a clearer playbook. The Software Engineer, Platform & Systems will help ensure that The RoboHub's technology is not a side project, but a core part of how the company learns, improves, and scales.