Senior Customer Solutions Engineer (PHP/MySQL)

Full-time Remote
https://lumabrighterlearning.com

Job description

Luma believes that when people learn, their lives improve and so does society. Everything we do is created with this mission in mind.

At Luma, we have the following core values.

- CUSTOMER COMMITMENT: We build relationships that make a positive difference in our client's and our lives.
- INTEGRITY: We deliver on our promises.
- QUALITY: What we do, we do well.
- PASSION: Committed in heart and mind.
- TEAMWORK: We can all do small things, but together we can do something wonderful.

The Luma team strives to deliver excellence in customer experience in the trucking industry. We are a three-time Inc. 5000 company committed to a great work culture for our team and our clients.

We're looking for a Senior Customer Solutions Engineer to join our team responsible for keeping customers successful, systems stable, and engineering focused. This is a hands-on, customer-facing engineering role focused on PHP/MySQL systems, Tier 2 support, and unplanned work. You'll work on real customer problems in production systems, often with incomplete information, and you'll be trusted to make sound technical and judgment calls independently.

This role is not a product roadmap or feature-delivery position. It is ideal for a strong engineer who enjoys problem-solving, debugging, and helping customers succeed in complex, real-world environments.

Responsibilities

- Develop, modify, and maintain customer-facing applications using PHP and MySQL

- Be responsible for Tier 2 support escalations, including investigation, resolution, and follow-up
- Debug and resolve issues in legacy and production environments
- Collaborate with Customer Support to diagnose and resolve complex customer issues
- Implement customer-specific enhancements and fixes that fall outside the core product roadmap
- Make informed technical decisions that balance speed, quality, and system stability
- Document solutions, known issues, and preventative measures to reduce repeat incidents
- Identify recurring problems and recommend improvements to improve reliability and supportability

Qualifications

- Bachelor's degree in a computer science related field
- Strong professional experience with PHP and MySQL
- Solid understanding of backend engineering fundamentals, including data modeling and performance tuning
- Experience working with production systems and maintaining legacy codebases
- Demonstrated ability to debug complex technical issues independently
- High programming acuity with attention to correctness and maintainability
- Comfortable working in an interrupt-driven environment with shifting priorities
- Strong written and verbal communication skills
- Ability to work independently and take ownership of problems end-to-end

Job Type

This is a full-time remote employment position in only TX, WI, OH, SC, AL, NC, MT, AZ only. This is a full-time 40-hour a week position.

Benefits

- Competitive compensation with base salary and annual bonus potential
- Health and wellness reimbursement
- Professional development and education support
- Flexible, fully remote work environment

Collaboration

- This role will report to the Engineering Manager.

- This role is part of our IT Department.
- The Luma team is small (<25) so interaction and engagement with everyone is possible.

Expected Behaviors:

- Kindness
- Maturity
- No-Drama
- Problem Solver
- Detail Oriented
- Collaborator
- Biased Toward Action
- Trust
- Conscientiousness
- Extreme Ownership

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.