

## D4L data4life gGmbH - Digital Health



Data4Life is a nonprofit organization with the vision of making the world a healthier place. With an international team, we work together on the mission to digitize health research. By linking technology and research, we make health data available to research in a comprehensive, digital and secure way. Our interdisciplinary team in Potsdam, Berlin and Singapore brings together experts from fields such as product development, digital engineering, data security and science. Data4Life was founded in 2017 and is funded by the Hasso Plattner Foundation.

### **Full-Stack Customer Success Engineer (f/m/x)**

Are you eager to work at the intersection of AI, research, and real-world impact? At Data4Life, we empower researchers and public-health partners by building secure, compliant, and high-impact digital solutions. As we expand our AI-enabled research platforms, including our AIR·MS chatbot, integrated LLM solutions, and developer tooling, we are looking for a Customer Success Engineer who combines strong technical skills with a deep understanding of user needs. In this role, you will act as a technical enabler for researchers and clinicians, helping them successfully adopt and use AI-powered tools in a regulated health environment.

City: Potsdam, Berlin; Starting date (earliest): At the earliest possible;

Duration: unlimited; Remuneration: 55k -75k (depending on job level) yearly; Closing date: 01/06/26

### **Tasks**

- Build further features around the AIR·MS platform, including our open WebUI-based chatbot, using Python, TypeScript/JavaScript and modern frontend frameworks (React or Vue or Angular)
- Collaborate with researchers, clinicians, and internal teams to translate user needs into practical technical solutions and enable effective platform use
- Maintain the software stack up-to-date and ensure reliable, stable deployments across environments
- Help integrate in-house fine-tuned, medical-data-aware LLMs and agentic APIs to streamline research and translation workflows

### **Requirements**

- Bachelor's or Master degree in Computer Science, Software Engineering, or equivalent professional experience
- 2+ years of full-stack development experience, including Python/FastAPI

(backend) and TypeScript/JavaScript (frontend)

- Hands-on experience with modern frontend frameworks (one of: React, Vue, Angular)
- Ideally working experiences integrating or deploying LLM or AI
- Strong collaboration skills to work across engineering, product, and research teams
- Strong communication skills in English (C1)

## What we offer

- High level of personal responsibility and creative freedom
- Work on socially impactful projects in the healthcare sector
- Collaboration with leading partners from research, technology, and healthcare
- A diverse, interdisciplinary, and international team working across three locations (Potsdam, Berlin, and Singapore)
- Flexible working models with the option to work from home
- Permanent employment contract with 30 days of vacation
- Attractive employee benefits, e.g. private supplementary health insurance, public transport ticket

### Good to know:

- We especially welcome applicants from the LGBTQI+ community, people with a migration background, people of color, and individuals with neurodiversity, disabilities, or chronic illnesses to the team.
- If you need support or special assistance during the application or interview process due to a disability, please feel free to let us know and we are happy to accommodate you as much as possible.  
Please enclose your complete documents (CV, Github Account, Work sample) with your application.
- For this position it is important that you are able to regularly be present in our Potsdam and/or Berlin office

### We care about Diversity:

Many different lives, careers, and development paths lead to Data4Life. We welcome experts from a wide range of backgrounds and experiences to our international team, offering everyone equal opportunities to be themselves and develop to the best of their abilities. Diversity, equality, and inclusion are not just nice words at Data4Life – we put them into practice in all of our activities and projects, striving to incorporate them in our everyday lives. For this reason, we signed the Charta der Vielfalt (Diversity Charter) in 2022.

## Application

Please apply online at: [https://data4life.jobs.personio.de/job/2516869?\\_pc=29100#apply](https://data4life.jobs.personio.de/job/2516869?_pc=29100#apply)

More information at <https://stellenticket.de/203847/HTWB/>

Offer visible until 18/06/26

