

INTRODUCING

Samsarian Career Paths

Our new Samsarian Career Paths are designed to support the **growth and development** of individual contributors (ICs) at Samsara.

These Career Paths are a framework to help **identify responsibilities at each level** for IC roles. They help Samsarians understand their career trajectory and expectations for their current and future role (within or outside of the job family).

These are **company-level Career Paths**.

Based on this, organizations (i.e., R&D, Marketing, etc.) may develop versions that incorporate more detail specific to roles within their organizations.

How to Use These Career Paths

For All Samsarians:

To **understand the expected responsibilities** at each level

To **identify areas of development or lateral opportunities** when paired with a Individual Development Plan (IDP)

For Managers+:

To **improve conversations** about performance and development with individual contributors

To **assess and calibrate team members** based on a set of core responsibilities

How Not to Use These Career Paths:

These are not to be considered a complete set of roles and responsibilities at each level. In other words, it will not reflect all job duties or requirements for every position. This should not be considered a checklist for promotion.

PROFESSIONAL LEVELS							
SAMSARIANS Individual Contributors	ENTRY P10	ENTRY P20	CAREER P30	CAREER P40	ADVANCED P50	EXPERT P60	PRINCIPAL P70
WHAT WE DO							
Scope and complexity of the role: [Measures of success: OKRs and KPIs (Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention)]	Work on problems of a defined scope Follow standard practices and procedures in interpreting situations or data from which answers can be readily obtained Build stable working relationships internally	Work on problems of semi-defined scope Exercise judgment within defined procedures and practices to determine appropriate action Build productive working relationships internally	Work on problems of moderate scope where analysis of situations or data requires a review of a variety of factors Exercise judgment within defined procedures and practices to determine appropriate action Build productive working relationships internally and externally	Work on problems of diverse scope where analysis of data requires evaluation of identifiable factors Demonstrate sound judgment in recommending and selecting methods and techniques for obtaining solutions Network with senior internal and external contacts in own area of expertise	Work on complex problems where analysis of situations or data requires an in-depth evaluation of known factors Exercise sound judgment in selecting methods, techniques, and evaluation criteria for obtaining results Network with key contacts outside own area of expertise	Work on significant problems where analysis of situations or data requires an evaluation of intangibles Emerging subject matter expert who builds methods, techniques, and evaluation criteria for obtaining results Create formal networks involving coordination among groups	Work on problems of high impact, complexity, or risk that impact design/selling success or address future concepts, products, or technologies Subject matter expert Create formal networks with key decision makers and serve as external spokesperson for the organization
HOW WE DO IT							
Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.	Deliver quarterly goals and performance targets Respond to customer needs in a timely and reliable manner	Deliver quarterly goals and performance targets Solve standard customer issues while keeping stakeholders informed	Deliver quarterly goals and performance targets Solve a variety of customer issues while keeping stakeholders informed	Identify customer issues and propose solutions Cultivate transactional relationships with key customers	Solve complex customer issues Cultivate long-term relationships with key customers	Design long-term solutions for complex customer issues and identify emerging issues Build long-term relationships with key customers	Anticipate customer issues and risks and design new solutions to solve them Cultivate and sustain influential customer relationships
Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.	Execute on plan Understand functional mission and strategy	Execute on plan Understand Samsara's mission and strategy	Contribute to team strategy Identify opportunities for improvement relating to the processes you own	Provide input on priorities and plans Make improvements to functional processes	Design plans and contribute to strategy Partner to ensure organizational effectiveness within your function	Influence strategy Role model effective and scalable ways of working	Plan strategy and roadmap for next 1 - 2 years with limited input Influence strategy and plan in adjacent areas through knowledge and relationships
Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.	Demonstrate a willingness to learn Take on new tasks and responsibilities Identify short term interests and objectives	Proactively build new skills Take on new tasks and responsibilities Identify longer term interests and objectives	Refine and expand skills and knowledge Create and pursue individual developmental goals	Develop specialist skills and knowledge Encourage learning within your team	Firmly establish specialist skills and knowledge Share skills and knowledge with others; cultivate a culture of learning	Identify new frontiers for yourself Understand best practices and amplify learning	Identify new frontiers and helps others do the same Build the knowledge base of your peers and extended team; hold others accountable for their contributions to learning
Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.	Partner with people who have background and experiences that you are trying to learn Seek to expand your perspective and learn from others within your immediate team	Partner with people of varied backgrounds and experiences Seek to expand your perspective and learn from others both internally and externally	Seek to understand views different from your own; knowing inclusion drives innovation Encourage others to be themselves	Consistently role model inclusive behaviors Seek to understand your biases and work to minimize them	Consciously adapt behavior to connect better with people who are not the same as you Encourage others do the same	Create equitable opportunities to learn and contribute Help build diverse, multicultural working teams and inclusive environments	Engage with empathy; understand situations from another's point-of-view Help build diverse, multicultural working teams and inclusive environments
Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.	Consistently demonstrate trustworthiness and dependability Help other team members	Exercise trustworthiness and dependability Recognize and celebrate team members' efforts and achievements	Participate in efforts to help build Samsara's culture Recognize and celebrate team members' efforts and achievements	Begin to role model company values and educate others about them Build strong relationships within your area of expertise	Encourage others to role model company values Build strong relationships outside your area of expertise	Drive efforts to build Samsara's culture Establish yourself as go-to expert in area of specialization	Role model company values in all interactions Influence and champion company-wide culture-building efforts
Typical Years of Experience	No experience	Typically requires a minimum of 2 years	Typically requires a minimum of 5 years	Typically requires a minimum of 8 years	Typically requires a minimum of 12 years	Typically requires 15+ years	Typically requires 15+ years

Notes:

- The People Manager Career Paths can be found [here](#).
- This career path does not include all levels at Samsara. Some IC levels may be found *only* in departmental paths.
- Technical requirements and/or subject matter expertise varies based on nature of job family. Some departments may have additional or different criteria beyond the baseline above.

SUPPORT LEVELS				
SAMSARIANS Individual Contributors	S10	S15	S20	S30
WHAT WE DO				
Scope and complexity of the role: [Measures of success: OKRs and KPIs (Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention)]	Work on assignments that are routine in nature Apply acquired job skills and company policies and procedures to complete assigned tasks Follow established procedures on routine work, requiring instructions only on new assignments	Work on assignments that are semi-routine in nature Apply knowledge and skills to complete a defined range of tasks Normally receive general instruction on daily work and specific instructions on newly introduced assignments	Work on assignments that are varied in nature Have substantial understanding of the job and apply knowledge and skills to complete a wide range of tasks Normally receive little instruction on daily work and general instructions on newly introduced assignments	Work on assignments that are moderately difficult in nature Understand implications of work and make recommendations for solutions Determine methods and procedures on new assignments
HOW WE DO IT				
Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.	Support the delivery of quarterly goals and performance targets Respond to routine customer needs in a timely and reliable manner	Support the delivery of quarterly goals and performance targets Respond to new customer needs in a timely and reliable manner	Deliver quarterly goals and performance targets Solve standard customer issues while keeping stakeholders informed	Deliver quarterly goals and performance targets Solve a variety of customer issues while keeping stakeholders informed
Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.	Execute on assigned tasks Understand functional mission and strategy	Execute on assigned tasks and understand the plan Understand functional mission and strategy	Execute on plan Understand Samsara's mission and strategy	Contribute to team strategy Identify opportunities for improvement relating to the processes you own
Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.	Demonstrate a willingness to learn Take on new tasks and responsibilities Identify short-term interests and objectives	Seek out opportunities for learning Take on new tasks and responsibilities Identify short-term interests and objectives	Proactively build new skills Take on new tasks and responsibilities Identify longer-term interests and objectives	Refine and expand skills and knowledge Create and pursue individual developmental goals
Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.	Partner with people who have background and experiences in areas you are trying to learn Seek to expand your perspective and learn from others within your immediate team	Partner with people who have background and experience in areas you are trying to learn Seek to expand your perspective and learn from others both internally and externally	Partner with people of varied backgrounds and experiences Expand your perspective and learn from others within your function	Seek to understand views different from your own; knowing inclusion drives innovation Encourage others to be themselves
Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.	Consistently demonstrate trustworthiness and dependability Help immediate team members when asked	Consistently demonstrate trustworthiness and dependability Help extended team members when asked	Exercise trustworthiness and dependability Recognize and celebrate team members' efforts and achievements	Participate in efforts to help build Samsara's culture Recognize and celebrate team members' efforts and achievements

Notes:

- The People Manager Career Paths can be found [here](#).
- Technical requirements and/or subject matter expertise varies based on nature of job family. Some departments may have additional or different criteria beyond the baseline above.



Individual Contributor Career Paths

Entry
P10

Entry
P20

Career
P30

Career
P40

Advanced
P50

Expert
P60

Principal
P70

WHAT WE DO

Scope and complexity of the role

Measures of success: OKRs and KPIs

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on problems of a defined scope.
- Follow standard practices and procedures in interpreting situations or data from which answers can be readily obtained.
- Build stable working relationships internally.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Deliver quarterly goals and performance targets
- Respond to customer needs in a timely and reliable manner



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Execute on plan
- Understand functional mission and strategy



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Demonstrate a willingness to learn
- Take on new tasks and responsibilities
- Identify short term interests and objectives



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Partner with people who have background and experiences in areas that you are trying to learn
- Seek to expand your perspective and learn from others within your immediate team



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Consistently demonstrate trustworthiness and dependability
- Help other team members



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Entry
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P60

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P70

WHAT WE DO

Scope and complexity of the role

Measures of success: *OKRs and KPIs*

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on problems of semi-defined scope.
- Exercise judgment within defined procedures and practices to determine appropriate action.
- Build productive working relationships internally.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Deliver quarterly goals and performance targets
- Solve standard customer issues while keeping stakeholders informed



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Execute on plan
- Understand Samsara's mission and strategy



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Proactively build new skills
- Take on new tasks and responsibilities
- Identify longer term interests and objectives



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Partner with people of varied backgrounds and experiences
- Seek to expand your perspective and learn from others both internally and externally



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Exercise trustworthiness and dependability
- Recognize and celebrate team members efforts and achievements



Individual Contributor Career Paths

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WHAT WE DO

Scope and complexity of the role

Measures of success: *OKRs and KPIs*

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on problems of moderate scope where analysis of situations or data requires a review of a variety of factors.
- Exercise judgment within defined procedures and practices to determine appropriate action.
- Build productive working relationships internally and externally.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Deliver quarterly goals and performance targets
- Solve a variety of customer issues while keeping stakeholders informed



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Contribute to team strategy
- Identify opportunities for improvement relating to the processes you own



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Refine and expand skills and knowledge
- Create and pursue individual developmental goals



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Seek to understand views different from your own; knowing inclusion drives innovation
- Encourage others to be themselves



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Participate in efforts to help build Samsara's culture
- Recognize and celebrate Samsarians' efforts and achievements



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WHAT WE DO

Scope and complexity of the role

Measures of success: *OKRs and KPIs*

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on problems of diverse scope where analysis of data requires evaluation of identifiable factors.
- Demonstrate sound judgment in recommending and selecting methods and techniques for obtaining solutions.
- Network with senior internal and external contacts in own area of expertise.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Identify customer issues and propose solutions
- Cultivate transactional relationships with key customers



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Provide input on priorities and plans
- Make improvements to functional processes



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Develop specialist skills and knowledge
- Encourage learning within your team



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Consistently role model inclusive behaviors
- Seek to understand your biases and work to minimize them



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Begin to role model company values and educate others about them
- Build strong relationships within your area of expertise



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WHAT WE DO

Scope and complexity of the role

Measures of success: OKRs and KPIs

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on complex problems where analysis of situations or data requires an in-depth evaluation of known factors.
- Exercise sound judgment in selecting methods, techniques, and evaluation criteria for obtaining results.
- Network with key contacts outside own area of expertise.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Solve complex customer issues
- Cultivate long-term relationships with key customers



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Design plans and contribute to strategy
- Partner to ensure organizational effectiveness within your function



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Firmly establish specialist skills and knowledge
- Share skills and knowledge with others; cultivate a culture of learning



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Consciously adapt behavior to connect better with people who are not the same as you
- Encourage others do the same



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Encourage others to role model company values
- Build strong relationships outside your area of expertise



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Scope and complexity of the role

Measures of success: *OKRs and KPIs*

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on significant problems where analysis of situations or data requires an evaluation of intangibles.
- Emerging subject matter expert who builds methods, techniques, and evaluation criteria for obtaining results.
- Create formal networks involving coordination among groups.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Design long-term solutions for complex customer issues and identify emerging issues
- Build long-term relationships with key customers



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Influence strategy
- Role model effective and scalable ways of working



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Identify new frontiers for yourself
- Understand best practices and amplify learning



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Create equitable opportunities to learn and contribute
- Help build diverse, multicultural working teams and inclusive environments



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Drive efforts to build Samsara's culture
- Establish yourself as go-to expert in area of specialization



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Scope and complexity of the role

Measures of success: *OKRs and KPIs*

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on problems of high impact, complexity, or risk that impact design/selling success or address future concepts, products, or technologies.
- Subject matter expert.
- Create formal networks with key decision makers and serve as external spokesperson for the organization.

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Anticipate customer issues and risks and design new solutions to solve them
- Cultivate and sustain influential customer relationships



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Plan strategy and roadmap for next 1 - 2 years with limited input
- Influence strategy and plan in adjacent areas through knowledge and relationships



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Identify new frontiers and helps others do the same
- Build the knowledge base of your peers and extended team; hold others accountable for their contributions to learning



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Engage with empathy; understand situations from another's point-of-view
- Help build diverse, multicultural working teams and inclusive environments



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Role model company values in all interactions
- Influence and champion company-wide culture-building efforts



Individual Contributor Career Paths

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WHAT WE DO

Scope and complexity of the role

Measures of success: OKRs and KPIs

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on assignments that are routine in nature
- Apply acquired job skills and company policies and procedures to complete assigned tasks
- Follow established procedures on routine work, requiring instructions only on new assignments

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Support the delivery of quarterly goals and performance targets
- Respond to routine customer needs in a timely and reliable manner



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Execute on assigned tasks
- Understand functional mission and strategy



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Demonstrate a willingness to learn
- Take on new tasks and responsibilities
- Identify short-term interests and objectives



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Partner with people who have background and experiences in areas that you are trying to learn
- Seek to expand your perspective and learn from others within your immediate team



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Consistently demonstrate trustworthiness and dependability
- Help immediate team members when asked



Individual Contributor Career Paths

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WHAT WE DO

Scope and complexity of the role

Measures of success: OKRs and KPIs

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on assignments that are semi-routine in nature
- Apply knowledge and skills to complete a defined range of tasks
- Normally receive general instruction on daily work and specific instructions on newly introduced assignments

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Support the delivery of quarterly goals and performance targets
- Respond to new customer needs in a timely and reliable manner



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Execute on assigned tasks and understand the plan
- Understand functional mission and strategy



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Seek out opportunities for learning
- Take on new tasks and responsibilities
- Identify short-term interests and objectives



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Partner with people who have background and experiences in areas that you are trying to learn
- Seek to expand your perspective and learn from others both internally and externally



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Consistently demonstrate trustworthiness and dependability
- Help extended team members when asked



Individual Contributor Career Paths

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WHAT WE DO

Scope and complexity of the role

Measures of success: OKRs and KPIs

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on assignments that are varied in nature
- Has substantial understanding of the job and apply knowledge and skills to complete a wide range of tasks
- Normally receive little instruction on daily work and general instructions on newly introduced assignments

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Deliver quarterly goals and performance targets
- Solve standard customer issues while keeping stakeholders informed



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Execute on plan
- Understand Samsara's mission and strategy



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Proactively build new skills
- Take on new tasks and responsibilities
- Identify longer-term interests and objectives



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Partner with people of varied backgrounds and experiences
- Expand your perspective and learn from others within your function



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Exercise trustworthiness and dependability
- Recognize and celebrate team members' efforts and achievements



Individual Contributor Career Paths

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WHAT WE DO

Scope and complexity of the role

Measures of success: OKRs and KPIs

Examples: Expanded share of wallet, Win rates, New products, Customer feedback, Customer retention, SLAs, Engagement, Hiring, Representation, Retention

- Work on assignments that are moderately difficult in nature
- Understand implications of work and make recommendations for solutions
- Determine methods and procedures on new assignments

HOW WE DO IT

Each level encompasses proficiencies from the prior level, plus new ones listed here.



Focus on customer success: We build relationships with our customers, look to solve problems, and deliver a great customer experience.

- Deliver quarterly goals and performance targets
- Solve a variety of customer issues while keeping stakeholders informed



Build for the long term: We are building an enduring company that makes a positive impact on the world. The digital transformation for physical operations won't happen overnight, and we are committed to working at a sustained pace to help make it happen.

- Contribute to team strategy
- Identify opportunities for improvement relating to the processes you own



Adopt a growth mindset: We are curious and have an entrepreneurial spirit where we seek out new challenges, embracing lessons learned along the way.

- Refine and expand skills and knowledge
- Create and pursue individual developmental goals



Be inclusive: We create an environment where people can bring their whole, authentic selves to work, and that reflects the diversity of the world we are helping to improve.

- Seek to understand views different from your own; knowing inclusion drives innovation
- Encourage others to be themselves



Win as a team: We win together, celebrate together, and support each other. We all operate with trust and respect, and are excited to build and contribute to Samsara's community.

- Participate in efforts to help build Samsara's culture
- Recognize and celebrate team members' efforts and achievements