Site Reliability Engineer

Main Goal

Take ownership of our Cloud Infrastructure and Services, and work together with both Support and Dev teams to deliver solutions that improves Customer Satisfaction.

Responsibilities

- Engage in and improve the whole lifecycle of Services from inception and design through deployment, operation and refinement.
- Maintain Services once they are live by measuring and monitoring availability, latency and overall system health.
- Take Operational responsibility for the Services that we own. This includes taking part in On-Call schedules, practice sustainable incident response and blameless postmortems.
- Advocate sensible, scalable, systems design and share responsibility within the organisation in diagnosing, resolving and preventing production issues through mechanisms like automation.
- Evolve Services by pushing for changes that improve reliability and velocity.
- Contribute to our Internal Tooling set and Documentation that help us improve our Operations processes, manage our Infrastructure and scale our Systems.
- Participate on audits and Information Security project for compliance with policies and regulations.

Requirements

- B.S. or M.S. in Computer Science or related field and 3+ years with Cloud Computing and Distributed Systems experience.
- Strongly believe in owning and running the products and services built in a team.
- You should have been deeply involved in designing, scaling and troubleshooting large-scale cloud based architectures, ideally based on a microservices or event driven pattern.
- Agile is more than a buzzword for you. You believe in self organizing teams with cross functional responsibilities working in iterations.
- You are able to code with one or more programming languages: PHP, Python, Go, Bash or any other functional or object oriented language with some credibility and feasibility for distributed systems on a cloud ecosystem.
- You are able to contribute to the whole chain of a dev team's value chain: from prototyping to coding, testing, integrating, deploying to and maintaining on production.
- You are all about metrics, optimizing the products. You will be responsible for automating everything around its services both on functional and non-functional level. Visualization and dashboards are good friends to you.
- Systematic problem-solving approach, coupled with strong communication skills and a sense of ownership and drive.

- Experience or understanding of infrastructure automation tools such as Puppet, Terraform, Chef or Ansible.
- Experience in off-premise cloud-based infrastructure, in particular, Amazon Web Services.
- Strong understanding of the Linux operating system.
- Fluent in both written and spoken English.

Technologies
- Cloud Infrastructure and Virtual Datacenters
- Linux Servers: Debian, Ubuntu, CentOS
- AWS Services & Tools: VPC, ALB, AMIs, EC2, S3, CloudFront, RDS, Lambda
- Containers: Docker, Docker Compose and Swarm, AWS ECS, AWS Fargate, Kubernetes
- Versioning & CI/CD: GitHub, GitLab, Travis CI, Jenkins
- Configuration Management: Ansible, Packer, Terraform, Cloudformation
- Metrics and Monitoring: Cloudwatch, ElasticSearch, Logstash, Kibana, NewRelic, Grafana, Prometheus, DataDog, PagerDuty, OpsGenie
- Programming & Scripting: Bash, Python, PHP
- Databases and related: MySQL, MongoDB, ElasticSearch, Redis, Sphinx
- Web infrastructure: Apache, Nginx, HAProxy, Load Balancers

Additional information
- Contract: permanent, full-time
- Location: Preferably Mexico or Argentina, but you will mostly be working Home Office with flexible shifts so it is not excluding