CLOUD.GOV

Performance Profile: cloud.gov Platform Engineer

Opportunity Overview

This opportunity is located in the Technology Transformation Services (TTS) Solutions Division's cloud.gov team. The cloud.gov team is remote-first and is composed of experts across web application development, software engineering, cybersecurity and security engineering, and platform engineering.

cloud.gov helps government agencies buy, build, and secure modern cloud services by operating a managed cloud platform based on AWS infrastructure that is tailored to meet government scale and security needs. cloud.gov reduces the start-up time for federal agencies to host and update websites, APIs, and other digital services, so that agencies can focus on their mission and more quickly serve the American public.

Position Summary (Public)

As a Platform Engineer in cloud.gov, you'll be part of a cross-functional team to deliver and operate reliable and secure managed infrastructure at scale using agile methodologies and modern software development practices in government. While you may be part of a team that carries maintenance rotations, we value sustainable and flexible work lives that support our personal lives - no pagers needed!

Platform Engineers on our team are:

- Experienced with developing and maintaining cloud based platforms with high availability, security, and compliance requirements.
- Experienced with modern infrastructure as code practices that leverage automated testing of functionality, structure, accessibility, and security.
- Experienced users of continuous integration, delivery, and deployment.
- Fluent in at least one declarative infrastructure tool like Terraform or Pulumi.
- Experienced implementing production solutions with IaaS and PaaS offerings from AWS, Azure, GCP, Heroku, DigitalOcean, or other modern cloud service provider.
- Stewards of the appropriate reliability and scalability of services, leveraging Site Reliability Engineering principles and learning from incidents.

Key Objectives

Objective #1: Using infrastructure-as-code tools and patterns, develop and operate scalable, secure cloud infrastructure services that reduce complexity and burden for agency customers

- Apply software engineering principles in all aspects of design, development, and operation of the cloud.gov systems and infrastructure.
- Build and maintain cloud infrastructure with baked-in patterns of security and scalability, ease of deployment, and opinionated guardrails so that it's easy for our customers to configure their applications to also be secure and scalable.
- Leverage infrastructure expertise and production experience to build and scale cloud services in an efficient, cost effective, reliable, and secure manner.
- Work with the team to meet quality standards for any product you build.

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- Technical leadership in design, development, and delivery of platforms and cloud infrastructure.
- Facilitates team decision making based on complex constraints and data.
- Sharing technical expertise with team members and users through pairing, examples, documentation, and presentations.
- Extensive skill in modern platform engineering including containerization, networking, observability, and self-service automation.

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- Participates in design, development, and delivery of platforms and cloud infrastructure.
- Participates in team decision making based on complex constraints and data.
- Sharing technical expertise with team members and users through pairing, examples, documentation, and presentations.
- Skill in modern platform engineering including containerization, observability, and self-service automation.

Objective #2: Developer, security, and compliance support

- Work closely with security engineers to bake security into the platform, meet and exceed compliance requirements, and reduce burden on our customers.
- Use qualitative and quantitative data from systems and developers to improve the usability and resilience of cloud.gov services and the applications that depend on them.
- Skillfully triage and manage outages and incidents, and then guide the team to learn from them and improve the platform to prevent future ones.
- When needed, help the customer support team to meet the needs of developers building on top of the platform, and use that knowledge to improve the customer experience of configuring and deploying applications.

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- Reduce cognitive load of platform users and operators through creation and refinement of reusable, tested, secure, and compliant infrastructure components defined in code.
- Regularly interact with the TTS developer community and beyond to inform cloud.gov efforts and share our capabilities.

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- Reduce cognitive load of platform users and operators through contributing reusable, tested, secure, and compliant infrastructure components defined in code.

Objective #3: Work effectively in the federal government

- Develop and maintain knowledge of software development practices and platform concepts and how they are leveraged in government.
- Understand risk management frameworks and Authorization to Operate (ATO) concepts.
- Keep up-to-date on policies, regulations, and requirements that impact digital services, and seek ways in which cloud.gov can better serve our federal agency customers.

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- Apply expert knowledge of and expertise in driving and implementing technology solutions that overcome significant challenges resulting from complex or bureaucratic environments or technically difficult problems.
- Apply expert skill in developing and maintaining positive relationships at various levels within an organization and championing diversity, equity, inclusion, and accessibility.

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- Implement technology solutions that overcome significant challenges resulting from complex or bureaucratic environments or technically difficult problems.
- Develop and maintain positive relationships at various levels within an organization and champion diversity, equity, inclusion, and accessibility.