

Job Title: Data Engineer – Observability & Insights Platform

Location: Remote

Employment Type: Contract

Experience: 5+

Budget: \$14/hr

Role Overview:

We are building an advanced **Observability Platform** designed to empower our product and platform teams with real-time insights into the **availability**, **reliability**, and **performance** of our digital products. As we enhance our platform's capabilities, we are embarking on a strategic journey to integrate **predictive analytics**, **machine learning**, and **advanced event management** for deeper business and operational insights.

This role is ideal for a **Data Engineer** who thrives at the intersection of engineering, analytics, and observability, and who is passionate about transforming raw observability data into valuable business intelligence.

Key Responsibilities:

1. Observability Signal Correlation

- Integrate and analyze signals from logs, metrics, and traces using **Grafana** and **Prometheus**
- Enrich observability data by correlating it with **business context** to enable meaningful insights

2. Data Enrichment & Pipeline Development

- Build and maintain data pipelines to enhance technical signals with business metadata
- Leverage **OpenTelemetry (OTel)** for observability instrumentation across systems

3. Machine Learning Integration

- Design, build, and deploy ML models for **anomaly detection**, **forecasting**, and **incident noise reduction**

- Continuously improve ML solutions to increase relevance and business value of incident signals

4. Disruption Prediction & Risk Mitigation

- Identify trends and patterns that can **predict business disruptions** and support preemptive actions

5. Action Enablement

- Make observability insights **actionable** for business stakeholders through accessible dashboards and tools
- Support both **automated** and **manual** decision-making processes

6. Cross-Functional Collaboration

- Work closely with **IT**, **DevOps**, and **Business teams** to ensure alignment between technical implementations and business objectives

7. Continuous Improvement

- Monitor and optimize data pipelines for **accuracy**, **reliability**, and **performance**

Required Skills & Qualifications:

- Proven experience as a **Data Engineer** or in a similar role focused on observability and analytics
- Strong proficiency in **SQL** and **Python**
- Experience working on **Google Cloud Platform (GCP)**
- Expertise in **BigQuery** for business intelligence and analytics
- Hands-on knowledge of **Grafana**, **Prometheus**, and **Splunk** as monitoring/observability tools
- Familiarity with **OpenTelemetry (OTel)** for observability instrumentation
- Experience with **big data technologies** such as **Apache Spark**, **Kafka**, and **Airflow**

Machine Learning & Analytical Expertise:

- Practical experience applying **ML techniques** to observability data for **anomaly detection** and **forecasting**
- Ability to **reduce noise** in incident alerts and deliver more relevant and high-value insights
- Strong **analytical mindset** to interpret complex datasets and identify actionable trends

Soft Skills:

- Excellent **communication** and **collaboration** skills to work across technical and business stakeholders
- Strong **problem-solving** abilities and a passion for using data to address real business challenges