

## **Title: Senior Application Support, Engineer (TechOps)**

### **Team Mission:**

The Senior Application Support Engineer will serve as a primary point-of-contact for web application support and operations in the Site Reliability Operations group. The candidate will assist our client with technical issues ranging from bug fixes to product enhancements to general user inquiries. We are looking the candidate to:

- Troubleshoot and provide system administration ensuring all systems are operational
- Have an operational mindset to identify opportunities to implement/improve/innovate systems and processes
- Identify and reverse engineer the missing specifications for systems that have inadequate documents.

### **The Responsibilities:**

- The candidate is responsible for any and all tasks related to the performance, stability, reliability, efficiency, and security to both the sites and the general team operations. Responsibility also extends to how incidents are managed and operated. The Senior Application Support Engineer is responsible for engaging in proactive communication with SRE's, clients, and 3<sup>rd</sup>-parties to ensure continuous improvements in system operations.
- Work with team members and on your own to collect, analyze, and act upon key performance metrics to continuously improve services. Monitor queues to ensure timely and effective resolution.
- Provide troubleshooting, configuration, and administration services involving web server configuration, domain name service updates, content distribution network configuration and load balancing configuration and management.
- Configure and administer web-based applications, including various content management systems.
- Troubleshoot issues within an enterprise-level web architecture stack and software/code issues amongst various content management systems. Work with customers to troubleshoot publishing issues in public facing websites and web applications.
- Respond to off-hours and weekend emergency alerts, alarms, and requests, in keeping with the team's on-call rotation schedule.
- Manage access to end-user tools and accounts.
- Identify and create automation jobs to strive for efficiency.
- Configure and tune an enterprise monitoring and instrumentation system(s) to efficiently detect existing issues and predict future issues based on trends.
- Meet with internal stakeholders (editorial, advertising, development, project management) to discuss, develop, and plan new product and service deployments. Provide input/consultation on all operational aspects of deployment, integration, support, and maintenance perspective. Participate in product deployment and integration, and directs corresponding operational support activities.
- Proactively identify opportunities to improve processes such as Incident Management, Post Mortem, Change Management, Communication Plan.
- Strategize with teams to develop new technology initiatives with a primary focus on availability, supportability, scalability, security and performance.

### **Requirements:**

- 5+ years of hands-on experience as an individual contributor in a support engineer/technical customer support roles.
- Experience supporting content management systems in AEM, Drupal, or Django Framework
- Experience optimizing Postgres database, is a big plus.
- Experience supporting mission-critical platforms, both physical and virtualized environments, using CentOS, RedHat, Ubuntu.
- Experience managing large scale infrastructure in AWS and Rackspace, including experience leveraging one or more coding languages for automation, is a big plus.
- Proven experience leading positive change, cultivating product support visions and innovative solutions, and fostering effective support practices and culture.
- Experience in driving process improvements, with a strong focus on leveraging technology for the establishment of fluid interactions and interfaces between teams.
- Ability to communicate and transfer knowledge clearly and effectively in both technical and non-technical manners.
- Passion for auditing processes, activities, metrics, tools, and data.

**List of technologies:**

- **Automation:** Ansible, Puppet, Jenkins, Bamboo, Rundeck
- **Repositories:** GIT
- **Web Architectures:** NodeJs, LAMP Stack, Java, AEM, Drupal, WordPress, Django
- **Scripting:** Python, Bash
- **Cloud Providers:** AWS, Rackspace
- **CDN:** Akamai, CloudFront
- **Database:** MySQL, Postgres, Mongo, Redshift, Dynamo
- **Containerization/disposable environments:** Docker, Vagrant
- **Network Operation Tools:** Icinga2, New Relic, Logstash, Elasticsearch, Nagios, Splunk
- **Operating Systems:** CentOS, RHEL, Ubuntu
- **Collaboration Tools:** Atlassian (Jira, Confluence), Slack