Job Description - Site Reliability Engineering Intern

About Fincra
Fincra is a payment infrastructure for fintechs, platforms and global businesses. Fincra provides payments solutions that enables businesses to accept payments securely, make payouts globally and scale your business across borders.

Vision: To bring hope and liberation to every African
Mission: Building the rails for an integrated Africa

Reporting Line: SRE Lead / Engineering Manager

Role Overview
The overview of this role is to ensure real-time visibility into Fincra's platform and database operations, enabling proactive incident detection, faster resolution times, and a smoother experience for customers using our diverse financial products across multiple African markets.

What you will be doing everyday
Responsibility
- Application Performance Monitoring (APM)
- Real-time Platform Monitoring
- Database Operations Monitoring
- Incident Triage and Escalation
- Documentation and Reporting

Description of Responsibility
- Utilize APM tools to monitor API performance, identify bottlenecks, and track error rates across various services.
- Actively monitor Observability dashboards for anomalies in platform health, performance metrics, and customer interactions.
- Track key metrics on operational database dashboards (e.g., ClickHouse, Metabase) for performance bottlenecks, data integrity issues, and resource utilization.
- Perform basic troubleshooting steps for identified incidents, gathering relevant logs and data. Escalate issues to the appropriate team (SRE, engineering, treasury) based on initial assessment.
- Document incident details, troubleshooting steps, and communication logs. Create concise reports on observed trends and recurring issues

Required Outcome of Responsibility
- Gain a deep understanding of API performance and identify issues that could impact customers.
- Identify potential issues before they impact customers or escalate into major incidents.
- Detects and reports database-related incidents that could affect transaction processing, reporting, or other critical business functions.
- Minimize incident resolution times by ensuring swift and accurate escalation to the team best equipped to handle the issue.
- Contribute to a knowledge base of incident resolutions and help identify areas for platform or database optimization.

Required Competencies
Technical Skills:
- Basic understanding of cloud infrastructure and monitoring tools (Datadog or NewRelic experience a plus).
- Familiarity with Application Performance Monitoring (APM) concepts and tools.
- Familiarity with database concepts and ability to interpret key performance metrics.
- Exposure to Linux command-line interface and basic scripting.
- Aptitude for problem-solving and analytical thinking.
- Documentation and troubleshooting skills.

Behavioral Competencies:
- Strong attention to detail and ability to identify patterns in data.
- Excellent communication skills (written and verbal) for clear incident reporting and escalation.
- Proactive and eager to learn new technologies in a fast-paced environment.
- Collaborative team player with a willingness to assist others.

Perks
- Internship Duration: Three to Six months
- Mentorship and Training: The intern will receive guidance from experienced SRE engineers and have access to training resources to develop their monitoring and troubleshooting skills, with a particular focus on APM tools and best practices.
- Potential for Growth: Based on performance, the internship could lead to a full-time position within the SRE team or other technical departments.
- This role offers a unique opportunity for an aspiring individual to gain valuable experience in platform and database monitoring within a high-growth fintech company focused on transforming Africa's financial landscape.