

Operations Engineer

Definition

An Operations Engineer's sole responsibility is to keep our software operations running.

Roles & Responsibilities

- Should be able to:-
 - Be the first line of support in case of production related problems. Should be able to involve other stakeholders on a need be basis.
 - Identify operational problems by observing and studying system functioning and performance results. Should be able to investigate complaints and perform troubleshooting procedures.
 - Be able to understand basic product workflows for the purposes of sanity
 - Should be able to document system observations in a technical vocabulary to identify all system variables affected.
 - Should be able to consult with teams to improve software reliability, speed and architecture.
 - Use ticketing systems, use case, test case documents.
 - Be able to use both Scrum and Bug Reporting Tools
 - Accept work and communicate with Project stakeholders like the PM, Team Lead and software developers and also off Management Tools.
 - Be able to regularly take status updates and responsible timely communication
 - Adhere to company policies

Job Specifications

An ideal candidate would have the following Job Related Requirements

- A Bachelors or a Masters degree in computer science(or related) from a reputable local or international university.
- Scripting skills in either or some of Bash, Python, Ruby, Perl, Awk, Gawk or equivalent
- Advanced knowledge of Linux / Unix and functional knowledge of Databases.
- Be capable of business correspondence in the English language.
- Software industry experience although not necessary can be given due consideration.
- Previous exposure to Build Automation / Build Configuration (Jenkins, Chef, Puppet, Buildbot, etc) is definitely a plus particularly
- Be a data oriented and analytical

Optional Readings that can help you prepare for the interview

- "The practice of System and Network Administration" by Tom Limoncelli, Christina Hogan and Strata R Chalup
- "The Unix Programming Environment" by Kernigan and Pike

Personal Attributes

These are the personal attributes that we expect are as follows

- Positive Attitude
- Maintain standards of conduct
- Be respectful
- Possess cultural sensitivity
- Be flexible
- Be able to demonstrate sound work ethics
- Be consistent and fair
- Be able to work in a team