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06-Apr-2020

## Infrastructure Engineer

Harvard Business School

52097BR

### Job Code

384558 Network Design/Admin/Analy Sr

### Job Summary

The mission of Harvard Business School (HBS) is to educate leaders who make a difference in the world.

Harvard Business School Online is Harvard Business School's vision of business education reimagined for the digital age. The HBS Online team, dedicated to delivering high quality business education through innovative online concepts, is in a period of growth and expansion. Benefits include being part of the HBS culture of learning and exposure to the larger while enjoying a fast-paced and high-energy environment.

Under the direction of the Director, Platform Engineering and Operations, this role will be responsible for implementing and managing technical infrastructure supporting the HBS Online learning platforms, application development environments, and other ancillary infrastructure services and environments which run primarily within Amazon Web Services (AWS). S/he will collaborate with systems administrators, database engineers, developers, and information security personnel to manage the HBS Online infrastructure that is critical to our organizational success. S/he also serves as a resource to developers and technical staff in their use of these technologies, and will coordinate with all teams to design appropriate applications and systems monitoring strategies.

### Job-Specific Responsibilities

- Design, implement, and manage the infrastructure for a global, large-scale, consumer-facing online learning product
- Work with team to anticipate and plan site capacity
- Measure and optimize production instances
- Tune and optimize database infrastructure
- Develop monitoring and notification systems along with appropriate escalation procedures and processes
- Appropriately measure and enforce SLAs with 3rd party vendors
- Develop processes and infrastructure to support QA and Engineering
- Maintain a Continuous Integration infrastructure that supports automation of build testing
- Lead discussions, document and clearly communicate information to internal and external groups
- Work both as an independent/task driven contributor as well as an integral member of a collaborative team.
- Follow and help define repeatable processes.
- Successfully diagnose issues in a client - server, tiered, and redundant web application infrastructure.
- Perform day-to-day maintenance tasks, adhere to change management processes, and configure new server builds.
- Execute efficient troubleshooting methodology and utilize analytical thinking to address issues (simple and complex) and communicate findings, recommendations, and solutions in a clear and concise manner.

### Basic Qualifications

At least 10 years of relevant experience

### Additional Qualifications

- Real-world experience designing, implementing, and deploying large-scale systems
- A positive entrepreneurial thinker and outstanding team player
- An effective problem solver with a passion for innovation
- Strong organizational and time management skills, with a demonstrated ability to manage multiple projects and tasks concurrently
- Excellent interpersonal and communication skills
- A self-starter who uses good judgment and initiative to undertake activities with minimal supervision
- Experience developing online learning applications a plus

### Additional Information

Cover Letter is Required.

Many HBS employees are eligible for Flexible Work Arrangements, which may be explored during the interview process.

Culture of Inclusion: The work and well-being of HBS are strengthened profoundly by the diversity of our network and our differences in background, culture, experience, national origin, religion, sexual orientation, and much more.

Explore HBS Work Culture at <http://www.hbs.edu/employment/> and learn about other Employment Opportunities.  
Follow us on Twitter @HBSJobs

Harvard Business School will not offer visa sponsorship for this opportunity.

**Job Function**

Information Technology

**Location**

USA - MA - Boston

**Department**

Harvard Business School Online

**Time Status**

Full-time

**Union**

00 - Non Union, Exempt or Temporary

[Salary Grade](#)

058

**Pre-Employment Screening**

Criminal, Identity

**EEO Statement**

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions, or any other characteristic protected by law.

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