**Service Objective:**

* To architect and deliver scalable, reliable infrastructure for AI-powered content platforms.
* To lead full-stack product feature development across frontend, backend, and infrastructure layers.
* To optimise system reliability, performance, and cost efficiency while enabling rapid product delivery.

**Service Scope:**

* Full-stack product development (frontend, backend, APIs)
* Infrastructure automation & DevOps integration
* Cloud architecture & system reliability
* Database management & optimisation
* Cross-functional technical collaboration
* Operational and business support

**Service Description:**

1. Software Design & Development
   1. Design, implement, and maintain scalable full-stack applications using TypeScript (NodeJS/ReactJS).
   2. Deliver user-facing features optimised for performance, stability, and maintainability.
   3. Architect backend systems and APIs for high-availability, global-scale environments.
2. Infrastructure & Automation
   1. Own and evolve AWS infrastructure, including container orchestration (EKS/ECS), serverless services (Lambda), and IaC (Terraform).
   2. Design and maintain CI/CD pipelines for automated build, test, and deployment.
   3. Drive automation for resilience, self-healing, and cost efficiency.
3. System Reliability & Optimisation
   1. Monitor, troubleshoot, and optimise system and application performance.
   2. Implement observability practices (logging, metrics, alerts) to ensure operational excellence.
   3. Balance infrastructure costs against scalability and performance requirements.
4. Technical Leadership & Collaboration
   1. Lead architecture discussions and translate requirements into scalable technical solutions.
   2. Collaborate with Product, Design, AI/ML, and Operations teams for aligned delivery.
   3. Mentor engineers and support cross-team technical growth.
5. Operational Support
   1. Provide technical support to Operations and Business teams.
   2. Contribute to documentation, process standardisation, and knowledge sharing.

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