**The team**

Our Engineering & Tech Operations team builds and operates complex solutions for global business challenges that cross cultures, legal jurisdictions, and impacts millions of people and businesses every day. We hire people with a broad set of skills and people who want to work on creating never-been-done-before solutions at scale while ensuring world-class reliability and security. Our Agreement Cloud is a revolutionary solution that changes the way people live, work, and come to agreement.

**This Position**

DocuSign is seeking an Operations Engineer to join the DocuSign Operations Center (DOC) to support our best-in-class, carrier grade service infrastructure. This Operations Engineer will partner across teams from engineering, quality assurance, build, technical operations and more to troubleshoot and resolve infrastructure, network, and site/software related issues and ensure we are meeting our availability SLAs.

This position is an Individual Contributor and reports to the Manager of Operations.

**Responsibilities**  
• Provide first line troubleshooting and information gathering   
• Coordinate efforts among internal teams and the DOC, ensuring issue resolution, and providing ongoing communication across teams   
• Collaborate with engineering to drive improvements in DOC processes and tools.   
• Provide high quality support following and constantly refining standard operating procedures   
• Identify recurring issues and escalate appropriately for permanent resolution.  
• Provide controlled change and release management to ensure site viability and stability.

**Basic Qualifications**   
• 3+ years system administration experience preferably in mixed Windows and Linux environments   
• 3+ years’ experience in live site operations environments   
• Bachelor’s degree or equivalent work experience

**Preferred Qualifications**   
• Excellent verbal, written, and interpersonal skills   
• Able to quickly assess and address problems, escalating as necessary   
• Strong troubleshooting and analytical reasoning skills   
• Detail oriented and capable of working on multiple problems at once

- Able to cover Sunday - Tuesday  or  Thursday – Saturday 10 PM to 10 AM PACIFIC TIME shift in addition to alternating Wednesdays (note the GraveYard shift).