Sample Job Description:

AWS Senior Workload Operations Engineer

AWS Senior Workload Operations Engineer

|  |  |
| --- | --- |
| Title: | AWS Senior Workload Operations Engineer |
| Career Level: | Experienced (Non-Manager) |
| Reporting To: | Manager of International Network Operations and Engineering |
| Location: | 4 Pentonville Road, London, N1 9HF |
| Salary: |  |
| Working Hours: |  |

## Organisation Overview

You may know Ticketmaster best for selling tickets, but do you know what it takes to sell thousands of tickets per minute? Or how to handle massive surges when the latest pop star announces dates for a concert? And when the sale starts, how do you decide who of tens of thousands of concurrent users gets that one best seat in a millisecond?

We’re not just trying to get tickets to our valued customers, we also need to keep them away from the onslaught of a multitude of robots hunting for the most valued events.

Ticketmaster at its technological heart is about a lot more than just tickets, it's about managing one of the busiest ecommerce businesses on earth.

Our massively scalable ticketing platforms are designed and developed in house, as is our site architecture. We’ve recently begun the process of transforming our business to the Amazon Web Services cloud (AWS).

Our core business is inseparable from technology; you will be able to make a difference. From the outside we are tickets, from the inside we are pure technology.

Sounds interesting?

## Job Description

The AWS Senior Workload Operations Engineer will join Ticketmaster’s International Global Infrastructure Services team who manages and oversees all aspects of our existing infrastructure as well as our current and future use of AWS and will have the opportunity to have direct influence on not just day-to-day operations, but future roadmaps.

Using your deep technical expertise and working with our highly skilled architects, engineers, database administrators and operations staff, you will assist the [*Team Name*] team in delivering a world-class implementation of our application workloads on AWS.

After our transformation to AWS is complete, you will support the ongoing operations of our application workloads within AWS as well as supporting the continued innovation and enhancements to the application workloads that have come to differentiate us from our competitors to the benefit of our customers.

With the support of your colleagues, you will work to provide a managed cloud experience to our internal stakeholders, going above-and-beyond to exceed their expectations and to ensure the unique experience that we give to our customers.

You will be responsible for supporting the provisioning and delivery of cloud environments (computer, networking and storage), performing upgrades and addressing issues reporting via our trouble ticket system.

AWS Operations Engineers build, administer, maintain and troubleshoot complex workload environments which we have deployed on AWS.

## Responsibilities

Key responsibilities include:

* Maintaining and reporting on our AWS DirectConnect connections.
* Ensuring our backup VPN services are ready for use in the event of a failure in our AWS DirectConnect connections.
* Maintaining and reporting on our use of AWS Virtual Private Cloud (VPC).
* Support our global application workloads working with engineers in local, US and AU time zones.
* Remain current on AWS best practices as well as maintaining certification to one or more of the AWS certification tracks.
* Provide the highest level of support to all customers and stakeholders.
* Perform 24/7 on-call responsibilities within a global rotation.
* Work with an effective team of professionals to meet team goals.
* Ability to complete projects/tasks with minimal supervision.
* Establish and document procedures/SLA/OLA and drive development and implementation of a best practice approach to all tasks.

## Change Management

* Focus on the needs of the customer in all change scenarios.
* Determine requirements, then write, review and execute changes safely.
* Drive best practice standards across our AWS accounts and ensure that we remain fully compliance to those standards and any associated policies.
* Work with stakeholder teams to scope change work and deliver to agreed deadlines.

## Automation

* Seek out automation opportunities using AWS CloudFormation, AWS Lambda and other technologies available to us in the AWS cloud for existing troubleshooting and administration tasks.
* Work with System Developers to scope tools that meet the Network Operations team’s needs.

## Skills/Experience

### Required

* Excellent working knowledge of the AWS cloud including; RDS, DynamoDB, ElastiCache, S3, EBS, ELB, ASG, CloudFront and VPC.
* Excellent working knowledge of Microsoft Windows and Linux operating systems
* In-depth knowledge of each layer of the OSI model, including packet structure, central networking concepts: VLAN’s, layer 2/3 routing, access lists and load balancing.
* Good working knowledge of Monitoring tools such as AWS CloudWatch.
* Experience with Infrastructure Automation, Configuration Management and Orchestration toolsets such as Chef or Puppet
* Design of native Cloud applications, Cloud application design patterns and practices
* Working knowledge of one or more programing languages (.Net, C++, Java, Ruby on Rails, Perl, PHP, Python)
* Web development (SDKs and IDE tool kits)
* Service Oriented Architectures (SOA)
* Application Lifecycle Management (ALM)

### Desirable

* Be certified on AWS (where you are not already certified, you will receive AWS accredited training and be expected to reach certified by an agreed date):
  + Certified Solutions Architect – Associate.
  + Certified Solutions Architect – Professional (preferred).
  + Certified Developer – Associate.
  + Certified DevOps Engineer –Professional.
  + Certified SysOps Administrator – Associate.
* 5+ year’s experience within a Cisco based network environment
* Hands on experience with BGP, EIGRP, STP and L4-7 SLB
* In depth knowledge and experience in security (mainly Cisco ASA’s) and HA networking.
* Extensive experience with stateful firewalls (Cisco ASA/PIX, Palo Alto, Checkpoint) and packet inspection techniques.
* Experience with VPN/tunnelling technologies such as DMVPN, VTI, IPsec and SSL client VPN’s
* Proven experience in deploying, managing and supporting network services in a large and complex environment
* Demonstrated problem analysis and resolution skills.
* Experience with Packet Analysis using industry standard tools such as Wire Shark

## Competencies

* Strong communication skills at all levels
* Works well under pressure
* Strong, creative problem solving and analytical in nature
* Results oriented
* Ability to work independently and as part of a team
* Self motivated, energetic and tenacious
* Flexible; responsive to changing situations
* Ability to multi-task and prioritize deadlines is a must
* Ability to build a strong rapport with customer and internal support teams in a Managed services environment
* Excellent verbal and written communication and documentation skills with great attention to detail and accuracy
* Willingness to research and self-study to keep technical skills relevant
* A strong desire to learn new technologies and deliver excellent customer outcomes through technical expertise
* Experience in hosting infrastructure and applications
* Bachelor’s degree in computer science or engineering related field or equivalent work experience

# Notes for this Sample Job Description

## Important Information

This job description has been prepared as an example only. If you wish to utilise it in your organisation, please ensure it complies with your own legal and recruitment policies as well as any local legislation.

# Role Comparison

The AWS Senior Workload Operations Engineer sample job description is suited to the following existing role type(s) within an organisation which has not yet migrated to AWS:

* Senior Network Operations Engineer
* Senior Network Engineer