**Operations Engineer**

**Description:**

The Operations Engineer will work within a small, high-end team that is part of the Cloud Migration Factory. The role requires an understanding of Cloud Technologies and Services, Agile methodologies (Scrum, Kanban), DevOps ways of working, and IT Operations based on ITIL Framework. The role’s primary focus is to provide operations expertise with a high focus on automation in areas such as performance, monitoring, logging, security, backups/HA/DR, compliance, and ensuring the operations processes and standards are integrated into the development or migration of workloads in the cloud. Support of applications, workloads, services, etc., is anticipated. This role is responsible for problem resolution, reviewing and recommending process and procedure improvements, and facilitating communication between the Operations Teams and the Developers or Product Owners. Other duties include documentation, researching new services and technologies to enhance operational support, and continuous improvement with Service Reliability optimizations.

**Skillset:**

* Experience with DevOps related automation tools to include, but not limited to: source mg(GIT, CodeCommit); continuous integration (Jenkins, Jarvis), application configuration management (Chef, Puppet, Ansible) and container management tools ( Docker, AWS ECS)
* Systems administration expertise (Windows, Linux)
* Scripting technologies (Powershell, Bash, Python)
* Well versed with first-hand experience designing, developing, deploying IAC, CI, CD and Pipeline solutions in direct support for workloads and services
* Enterprise Monitoring Tools for infrastructure and applications
* ITIL Foundations and Intermediate Level Transition, Operations, and Continuous Improvement
* Enterprise ITSM and CMDB Tools
* Data Networks – routing, firewalls, load balancers, DNS
* Databases – relational and NoSQL
* Storage architecture and technologies
* Security – Access Management, Key Management
* Cloud Architectures (AWS, Azure)
* Automation in a cloud environment – Infrastructure as Code, especially using AWS
* SDLC and Continuous Integration and Continuous Deployment concepts
* Design highly available, cost efficient, and scalable compute systems
* Cloud Migration or Data Center Migration Projects
* Risk, Security, and Audit compliance

**Responsibilities:**

* Design and instrument automation solutions for source, deploy, pipeline, configuration management
* Instrument continuous build, integration, deploy and infrastructure as code (IAC)
* Work with development and product management teams to design, transition and operate cloud based workloads
* Participate in daily/weekly SCRUM product/project meetings; deliver on user stories related to operational features
* Ensure Operations is represented throughout the SDLC
* Continually review and recommend improvements to operational processes and procedures
* Automate anything and everything
* Ensure Monitoring and Alerting Standards are part of all builds or migrations
* Ensure migrated workloads are in compliance with Security and Governance standards
* Ensures the health of the service meets defined service level expectations
* Ensure Incident, Change, Release, and Problem Management processes are used for Cloud workloads
* Understand the IaaS, PaaS and SaaS environments and services to ensure a continued strong foundation of a stable, reliable, highly-available, and highly secure least privilege policy
* Participate in incident management and communications, including follow-up with problem resolution post-mortem, and process improvement
* Provide Feedback to the Foundations and Architecture Teams on Tools, Processes, and New Service Considerations

**Qualifications:**

* 2-3 years of experience in DevOps environments instrumenting continuous integration (CI), deployment (CD) and, ideally, infrastructure as code (IAC)
* Education based on Shell Standards
* Experience with AWS or other cloud providers, certification desired
* 5 Years of experience with Enterprise ITIL Processes
* Excellent organizational skills, and oral and written communication skills
* Security compliance experience such as ITIL, PCI, ISO 27001 or SOX
* Background check and references will be required (based on Shell Standards)
* Ability to work with minimal supervision, making decisions based upon priorities, schedules and an understanding of business initiatives
* Ability to apply critical thinking to all aspects of the position
* Detail oriented with excellent documentation skills/methodologies, who is able to successfully manage multiple priorities