

DevOps Engineering

Experience Range: 2-10 years

Title: Operations Engineer/Sr Operations Engineer/Tech Lead/Architect

About Directi:

Directi is one of India's leading software product companies. With offices in India, US, China, and the UAE, customers across 200+ countries, and multiple category leading global brands across business areas as diverse as web presence (domains, hosting, cloud-infrastructure); online advertising (contextual advertising/ad networks); and communication & collaboration (voice and messaging), we represent all that is best about a career at an Internet company in the digital age.

Who should apply for this posts?

FOSS newbie/intermediate/experts, Gentoo/Debian/Fedora/Ubuntu OR Windows enthusiasts with good understanding of OS fundamentals. You love phrack, ;login & miss Sysad magazine. You run bleeding edge software, use IRC/ mailing lists, enjoy & contribute to various technology/tool debates and are an avid blogger/surfer.

You have a natural problem solving ability, sharp reasoning and a logical bent. You have a good grasp on programming fundamentals and can whip up a script/program in bash/perl/ruby/python as required. You know your regex & can wade through different log files to identify & fix issues.

You have good DNS & networking skills with the ability to troubleshoot networking issues with traceroute/ping/mtr/lft/tcpdump/wireshark etc. You have good oral/written communication skills to be able to communicate effectively with various internal tech teams. You also possess the ability to juggle multiple priorities simultaneously and can effectively get different internal/external groups together to resolve production site issues.

You are passionate about technology, innately curious, and take time out to keep up with system administration trends and practices. You can deliver reliable scripts/systems, documentation, monitoring tools & automate processes at a rapid pace.

Roles & Responsibilities:

- Monitor the stability of our products with various internal tools.
- Handle incident response, troubleshooting and fix for various product/services.
- Handle escalations as per policies/procedures.
- Get different internal/external groups together to resolve production site issues effectively.
- Communicate clearly on tickets, phone calls made to the team about various issues.
- Exhibit a sense of urgency to resolve issues.
- Ensure SLA's and Operational standards are met.
- Raise tickets to different internal groups to resolve recurrent problems, alerts and follow-up on escalated issues.
- Liaison with engineering teams for RCA's, permanent resolutions on issues affecting production sites.
- Contribute to Operations handbook.
- Ensure smooth hand-offs between shifts.

Skills

You are acquainted with many of the below skills/tools -

- Linux: Good understanding of Linux Systems.
- Windows: Windows 2000/2003/2008
- Scripting: Any of Bash/PERL/Ruby/Python/PHP.
- Fundamentals: Basic DNS & Networking, TCP/UDP, IP Routing, HA & Load Balancing Concepts.
- Application Protocols: SMTP, HTTP, FTP, IMAP, POP
- Good to have
- Systems/Hardware: RAID, LOM/IPMI/IP KVMs, Dell Hardware.

- Windows: WMI, Powershell/VB scripts, MS-SQL Fundamentals.
- Applications: Postfix/Exim, Database Systems Fundamentals (MySQL/Postgres), Nginx, Apache, Haproxy,
- Tools/Utilities: Nagios, DHCP, Kickstart/Cobbler, Yum, RPM, GIT/SVN
- Others: Regular expressions, Rescue Kits like TRK etc..

Benefits & Perks

Directians love their jobs, and not just because we offer the most competitive salaries in the industry. Our excellent benefits include everything from great medical and life insurance to catered meals. Our workspaces are comfortable and fun, complete with bean bag chairs, ping pong tables, and all the snacks you can eat. We have no dress code (tee-shirts are a-ok!). We have flexible work hours and flexible holidays, which means that teams pick their own work hours. Directi has its own concierge desk that doubles up as a travel agency.

We are passionate about building the next generation of web products, and we believe that happy directians are the key to achieving this goal. If you like the idea of working in an exciting workspace on cutting-edge internet products that make a truly global impact (and wearing flip-flops to work), then we want to get to know you!

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