

Job Description: L2 Engineer – Ansible Automation Platform

Location: Singapore - Onsite

Experience: 5+ years overall experience, with 3+ years of hands-on experience with Ansible / Ansible Automation Platform (AAP)

Job Summary:

We are seeking a skilled and proactive L2 Engineer with strong expertise in Red Hat Ansible Automation Platform to manage Day-2 operations, develop complex playbooks, and handle escalations from L1. The ideal candidate will have a solid background in infrastructure automation, configuration management, and troubleshooting automation issues in enterprise environments.

Key Responsibilities:

- Handle Day-2 Operations for Ansible Automation Platform including incident resolution, change implementation, performance tuning, and maintenance.
- Design, develop, and maintain complex Ansible playbooks and roles to automate operational tasks, deployments, and infrastructure configurations.
- Troubleshoot and resolve issues related to Ansible Playbooks, roles, inventories, and Ansible Automation Controller.
- Manage and optimize job templates, workflows, secrets, and credentials within AAP.
- Support and maintain automation of OS, middleware, cloud, and container environments (e.g., RHEL, VMware, OpenShift, AWS/Azure).
- Collaborate with L3 engineering teams for complex issues, platform upgrades, and integration.
- Maintain role-based access control (RBAC) and integrate with enterprise SSO solutions (LDAP, SAML).
- Monitor automation job health and performance using logging/monitoring tools (ELK, Grafana, Prometheus, etc.).
- Support CI/CD pipeline integrations involving Ansible for automated deployments.
- Document issues, resolutions, SOPs, and maintain the Ansible inventory and repository structure (Git).
- Provide support for automation code reviews, testing, and lifecycle management.

Required Skills:

- Hands-on experience with Ansible Core and Ansible Automation Platform 2.x (including Execution Environments, Automation Hub, Automation Controller).
- Strong experience in designing and developing complex and modular Ansible playbooks, roles, and dynamic inventories.

Prodevans Technologies Pvt. Ltd.

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- Proficiency in YAML, Jinja2 templating, and Linux shell scripting.
- Familiarity with Git-based source control and versioning of automation code.
- Understanding of Red Hat Linux (RHEL) and basic networking concepts.
- Experience with RBAC, secrets management, credential encryption (Ansible Vault).
- Good troubleshooting skills in enterprise environments.
- Good understanding of CI/CD pipelines and DevOps toolchains (GitLab, Jenkins, etc.).
- Experience in integrating AAP with external systems (ServiceNow, Red Hat Insights, Satellite, etc.)

Good to Have:

- Experience with Red Hat Satellite, Red Hat Insights, and Subscription Management.
- Exposure to OpenShift or other Kubernetes-based platforms for container automation.
- Understanding of Security and Compliance automation using Ansible (e.g., DISA STIGs, CIS benchmarks).
- Familiarity with network automation using Ansible and tools like NetBox.
- Experience integrating Ansible with external APIs, webhooks, or third-party tools.
- Awareness of GitOps principles and tools like ArgoCD or Flux.
- Knowledge of monitoring and alerting systems (Prometheus, Grafana, ELK, etc.) for tracking automation metrics.
- Prior exposure to Agile or DevSecOps practices.

Preferred Qualifications:

- Red Hat Certified Specialist in Ansible Automation (must-have for preference).
 - Red Hat Certified Engineer (RHCE) and/or Red Hat Certified System Administrator (RHCSA).
 - Experience working with Red Hat Ansible Automation Platform 2.x, including Execution Environments, Automation Hub, and Automation Controller.
 - Demonstrated experience in writing and managing modular and scalable Ansible playbooks in enterprise environments.
 - Familiarity with ITSM tools (e.g., ServiceNow) and processes (incident, problem, change management).
 - Knowledge of infrastructure-as-code (IaC) concepts and tools (Terraform, CloudFormation, etc.)
 - Hands-on experience in integrating Ansible with cloud and container platforms such as AWS, Azure, GCP, OpenShift, or Kubernetes.
 - Exposure to CI/CD pipelines, GitOps practices, and automation within DevOps toolchains (GitLab CI, Jenkins, etc.).
 - Knowledge of Python scripting for extending Ansible capabilities or creating custom modules.
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Soft Skills:

- Strong analytical and problem-solving skills.
- Ability to work independently and in a team.
- Excellent verbal and written communication skills.
- Comfortable in a client-facing support role.

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