Localz Senior Operations/Site Reliability Engineer

Brief description of role

Support, monitor and maintain Localz cloud infrastructure for both production and development environments, across multiple regions, ensuring it is secure, highly available and performant.

Introduction

Localz provides enterprise location orchestration and *last mile* delivery platform across multiple regions.

Our systems enable our clients to deliver goods and services to their customers using the most efficient and effective means possible whilst providing a high degree of transparency along the way. We believe the most powerful last mile experiences are those that take advantage of and integrate with existing enterprise solutions. To that end, we have developed a suite of bespoke tools and a simple integration framework that allow clients to integrate and analyse last mile events from existing systems of record.

Our product is built primarily in Node.JS, MongoDB, react, react native, iOS Objective-C and Android Java. Our major external-facing applications are mobile SDKs, reference mobile applications, an API framework and responsive web dashboards. We move quickly, deploying code many times a day. We iterate rapidly, but we also spend time carefully thinking through the edge cases of our products, making sure that they work well in enterprise environments.

As an operation senior/lead, you'll design and support strategies to ensure our platform is running 24/7 all year around with no downtime.

The role will include:
- Develop monitoring tools/systems to ensure all aspects of the infrastructure and platform are covered
- Experience with CI/CD pipelines
- Put together a capacity plan and cost saving strategies
- Put together and test the disaster recovery plan
- Support development pipelines
- Incident and problem management
- Assess, implement and R&D on tools, methodology, put together strategies to improve system efficiency and monitoring coverage
- Participate in after-hours support

Senior role will also be expected to include:
- Experience in running operations team (1)
- Mentoring team members (1)
- Assisting in recruiting the team (3)

Our ideal candidate will have the following experiences:
- Excellent knowledge and understanding of AWS especially around: (1)
    - ECS/EC2/ELB (1)
    - Infrastructure setup within AWS cloud infrastructure (1)
    - Running a platform at scale over multiple region (2)
- Experience in Docker (1)
- Experience in using monitoring tools such as Cloudwatch and similar tools (1)
- Experience in setting up continuous integration, continuous delivery processes (1)
- Experience deploying enterprise cloud-based platform propositions (1)
- Experience in managing and scaling up mongodb (1)
- Excellent knowledge in Terraform experience (2)
- Experience in running, monitoring and maintaining micro services architecture (2)
- Experience with apache Kafka (3) or other event messaging bus
- Experience in running an enterprise support/operation team (Lead role) (1)

Other important attributes:
- Strong written and verbal communication skills including the ability to communicate with both technical and non-technical customers
- Thrive in a fast paced, yet autonomous environment

Nice to haves:

- Nosql database, elasticsearch, redshift and other data warehouse db experience
- Experience with disaster recovery process on cloud infrastructure
- Scripting and programming skills
- Experience with containerisation platforms
- Understanding of RESTful JSON APIs and enterprise system interfaces
- Experience working in an Agile/SCRUM development environment

If you're tenacious, good humoured, proactive, independent and diplomatic you'll succeed in this role.