Site Reliability Engineer 1

Who we are

An internal-facing team tasked with architecting, building, maintaining, and improving the infrastructure used by development teams throughout the organization. Part operations, part software, we are the future-facing students, teachers, and consultants of infrastructure engineering. We automate infrastructure, help with migrations to highly available platforms, and consult development teams on optimizing applications for Kubernetes.

Our values include

- Start with problems, not solutions
- Security by design
- Infrastructure as code
- Assumption of failure
- Metrics collection and value interpretation
- Objective reliability measurements through SLOs
- Open source ideals
- Promoting Reliability Engineering as a culture and methodology

We make time to review these values on a regular basis. We choose our methodologies as a team, taking opportunities to learn (and share) something new or interesting along the way. We encourage curiosity and asking "why" when pursuing a new idea or goal, understanding that good ideas can come from anywhere.

We understand our role as reliability engineers gives us a unique perspective on interactions between people, teams, products, and technology. We are cultural ambassadors promoting a reliability-first approach to problem solving. Our SREs host book clubs, lead and participate in special interest groups, mentor and teach other engineers, and are always eager to learn something new.

What we work on

- Long term projects concerning infrastructure
- Resolving and researching production issues
- Internal application maintenance
- Research into solutions from problems presented by engineering teams and the business

We would like to increase the amount of code we write, including more tooling and automation to make it easier for our clients (internal development teams) to work in the infrastructure we create.

Who we're looking for

SRE 1 is primarily a learning position, designed to provide an accessible introduction to reliability engineering. As such, we're looking for someone with a strong interest in building new skills, learning, and self-improvement. You like to design, build, and iterate, sharing what you've done with others to teach, learn, and improve. You'd like to spend more time (like several days at a time) really focusing and getting work done on a single project instead of "multitasking" and putting out fires.

You'll want to be familiar with (or really interested in) some of the following technologies:

- AWS
- Docker
- Kubernetes
- Golang
- Prometheus & Grafana

What you'll be responsible for

- Learn & build a strong foundation of SRE & infrastructure principles
- Learn & build a strong foundation in cloud-based, highly available systems architecture, primarily using AWS & Kubernetes
- Develop tools and practices to enable other engineers to move swiftly and confidently in our infrastructure
- Cultivate a reliability engineering (and reliability-first) mindset within the organization
- Promote Service Level Objective-based reliability measurements to engineering and product teams and within the team
- Spending at least half your time focused on software development
- Consult development teams on new and existing platforms (right-sizing, scaling, metrics, best practices)
- Document new and existing services, tools, and architecture

Additional technical skills you have or are interested in acquiring

- Programming and enterprise software development, including architecture, design, writing, compilation, microservices, and client/server applications
- Containerization (Docker) and orchestration (Kubernetes)
- Creating highly available systems, testing frameworks, container host monitoring, infrastructure platform automation
- Continuous integration/Continuous delivery principles, pipelines, and services (Jenkins, Artifactory)
- Cloud computing with Amazon AWS, Google Compute, or Azure, using Terraform
- Scripting and programming languages (Go, Python, bash, and Java)
- Configuration management systems (Puppet, Foreman, Ansible, Salt)
- Reverse proxies, web servers, TLS configuration, and Let's Encrypt using nginx
- Networking, including the TCP/IP stack, UDP, DNS
- Collecting metrics using Prometheus and making them meaningful using Grafana and Alert Manager

Minimum requirements

- Associate degree in any field

OR

- 1 year work experience in a computing-related field (software development, systems administration, cloud infrastructure)

AND

- Strong problem-solving & critical thinking skills
- Able to receive feedback & constructive criticism from others on your ideas
- Able to respectfully disagree or provide constructive criticism on others' ideas
- Strong desire for learning, especially self-directed