Site Reliability Engineer

Job Description:
The Cloud Engineer serves as an infrastructure and operations engineer within the eCommerce department. This role possesses a mix of development, networking, security, and system administration skills, as the Operations Engineer is required to provide developer support, application systems administration, production support, and many other tasks. The Operations Engineer works closely with developers, facilitating the development process by removing obstacles interfering with development, and by satisfying infrastructure requirements or delegating them to the infrastructure group for fulfillment.

Primary Job Duties:

(40%) eCommerce Administration
- Engineer extensive scripting and automation to enable applications to install and run in all environments with minimal manual intervention
- Evaluate, test, deploy and maintain both custom developed and third party software upgrades
- Maintain SDLC systems such as test environments, source control and automated build/test/deploy systems
- Provide developer support on an ongoing basis, frequently embedded in development teams to facilitate collaboration
- Create & maintain application architecture and troubleshooting documentation

(30%) Web Production Support
- Provide 24x7 production support as part of a team rotation, resolving or escalating issues as appropriate
- Maintain production services to highly demanding SLA’s
- Take ownership of production issues, working closely with the infrastructure and development teams on issue resolution
- Support releases on a regularly scheduled basis, as well as emergency releases as needed
- Deploy application and data changes to all environments as needed

(30%) Planning, Design and Implementation
- Design and implement new environments, services and application architecture modifications
- Research, evaluate and implement operational improvements, application packages and architectural modifications
- Participate in change control, release planning, and other operational planning
- Remain current on industry leading solutions in both private and public cloud hosting (VMWare, Xen, KVM, Amazon Web Services (AWS), Azure, Google App Engine, etc.)
- Remain current on modern open-source persistence technologies (BDB, Project Voldemort, Cassandra, MEMCACHED, etc.)

Required Skill Set:
- Bachelor’s degree in computer science or equivalent experience
- 5+ years production application support experience in a high uptime environment
- 5+ years UNIX administration experience including diagnosis of performance issues, package management, load estimation, kernel tuning, networking configuration, etc.
- 5+ years hosting experience in a large heavy-traffic environment
- 4+ years software engineering experience (Java, C, C++)
- Hands-on cloud experience strongly preferred (Azure, Amazon Web Services, and Google)
- Understanding of networking principles, esp. TCP/IP
- Excellent troubleshooting and analytic skills
- Ability to work independently on large, complex projects with minimal guidance

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