

JOB DESCRIPTION-DevOps engineer

1. Responsibilities

- Flexibility to work a variety of shifts with minimal notice
- Highly organized to keep Help desk tickets orders using "ServiceDesk" portal
- Properly escalate the issue up the hierarchy
- Preparation of reports and forms accepted within the department
- Receives and handles requests for service, following agreed procedures.
- Logs incidents and service requests and maintains relevant records.
- Provisions/installs, configures and maintains infrastructure services and components.
- Monitors, measures and reports on infrastructure load, performance and security events. Identifies operational issues and contributes to their resolution.
- Carries out agreed operational procedures, including backup/restore, using supplied infrastructure tools and scripts.
- Carries out agreed system software maintenance tasks. Automates routine system administration tasks to specifications using standard tools and basic scripting.
- Provides technical expertise to enable the correct application of operational procedures.
- Contributes to the planning and implementation of infrastructure maintenance and updates. Implements agreed infrastructure changes and maintenance routines.
- Uses infrastructure management tools to determine load and performance statistics. Configures tools and/or creates scripts to automate the provisioning, testing and deployment of new and changed infrastructure. Maintains operational procedures and checks that they are executed following agreed standards.
- Investigates and enables the resolution of operational issues. Provides reports and proposals for improvement, to specialists, users and managers.

2. Competencies (Soft Skills)

- Communication skills
- Ability to explain
- Attention to details
- Cooperation and Teamwork
- Active learning skills
- Time management
- Problem solving skills
- Positive Attitude
- Strong Work Ethic

3. Personnel specifications

Diploma: Bachelor's Degree in Information Technology, Computer Engineering or related field is preferred

Experience: at least 2-3 years

Specific areas of expertise:

- Practical scripting skills (e.g. bash, PowerShell)
- Linux server administration
- Experience with container and container orchestration technology (e.g. Docker, Kubernetes, EKS clusters)
- Experience in automation & configuration management such as Terraform
- Experience in building server configuration (e.g. Jenkins, Gitlab)
- Experience in setting up monitoring tools (Prometheus, Grafana, ELK)
- Experience with relational databases, preferably PostgreSQL, Oracle
- Experience with web application services such as NGINX, Apache, JBoss

- Understanding documentation on English