

Principal Site Reliability Developer

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Company: Oracle

Location: Colombia

Category: architecture-and-engineering

Applicants are required to read, write, and speak the following languages: English

Role : Site Reliability Engineer

Location : Guadalajara preferred

Who are we looking for?

The candidate will work with the skilled, highly motivated Oracle Analytics Service Excellence (OASE) team who embrace an agile work style. You will work alongside a software development team within the greater OAC organization where you will support existing features in the cloud as well as new operational processes, automation and content. You will play a key role in improving the processes supporting the OAC services, so the service functions more and more autonomously over time.

Roles and Responsibilities

Perform DevOps activities to support customers, engineers, and processes through our release cycles as well as production

Participate in a follow-the-sun model for 24x7 support of OAC services

Respond to incidents, own them and drive to completion, participate in root cause analysis

Document various processes & runbooks; update existing processes

Execute, with excellence, delivery of interim patches and hotfixes as required

Work with various teams to take ownership of and resolve service failure/outages.

Monitor metrics and develop ways to improve the CI and CD tools utilized by the team

Follow all best practices and procedures as established by the company

Mentor and train other engineers and seek to continually improve processes

Other duties as assigned

The candidate must have knowledge and experience with:

A BS or MS in Computer Science, or equivalent

Providing cloud networking, infrastructure, and service support, configuration, operations, tools, and processes

Understand networking, and TCP/IP fundamentals and services such as DNS, HTTP, etc.

Linux/Unix system administration including system level knowledge of Linux on OCI Gen 2, creating and executing scripts

Methodical approaches to troubleshooting and solving complex technical problems

Producing documentation in support of developed work (KBs, run books, help guides)

Utilizing agile methodologies

Communicating effectively in a team environment

Working with remote, global teams as well as individuals

Working independently and in a self-directed manner

Able to work extended week day and week-end shifts as required for on-call, after hours upgrades, and other duties as assigned.

An ideal candidate will have the follow skillsets:

5+ years of experience of running large scale customer facing web services.

Oracle Cloud Infrastructure (OCI) or AWS, Azure, GCP compute, storage, and network operational experience.

Programming and scripting languages (Python, bash, Java Script - additional experience

with PHP, Groovy, Java, and/or Go is a plus)

Using CI/CD scripting tools such as Ansible, Puppet, or Chef

Containers and orchestration (Docker, Kubernetes, and docker-compose).

Oracle database, MySQL (experience with MS SQL and/or NoSQL is a plus).

Issue tracking and collaboration (Jira and Confluence).

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