Site Reliability Engineer II

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Company: Microsoft

Location: Colombia

Category: architecture-and-engineering

Overview

We are building the Intelligent Conversation and Communications Cloud (IC3). We power Microsoft's first-party real-time conversation products, notably Skype and Teams with many millions of users, by providing reliable and high-quality audio and video calling, meetings, and chat services that work every time, from anywhere, on any device. And we expose our core capabilities to third-party partners, with which they can bring conversations to life in their own products. With IC3, we will enable customers to do more by making conversations on our platform more intelligent, surfacing useful information in real-time and taking actions on the customers' behalf during the conversation. And, we will learn from each conversation. Every call, meeting, or chat will make the next one better.

Building and running services at scale for Microsoft 365 for hundreds of million consumer and enterprise users is very challenging, but it is a lot of fun and rewarding. We are looking for smart, passionate engineers at many levels to help us do just that to power and deliver on IC3 mission. This opportunity will allow you to make a broad positive impact across many critical IC3 domains such as chat, audio/video calling, meetings, service and data engineering, and service management.

We want you because you have an insatiable passion for technology, your constant intellectual curiosity and willingness to learn, your ability to communicate well in a team environment, your desire to make our team better with your contributions and of course your ability to deliver the right results at the right time.

Qualifications

Required Qualifications:

2+ years of experience as a software engineer or site reliability engineer directly supporting development and quality in a product engineering team environment.

3+ years experience shipping distributed systems, services and highly available infrastructure.

2+ years experience of scripting/coding using one or more of the following: PowerShell, C#, Python. Expertise with PowerBI – create data models, write queries, creating powerful visualizations. Experience with T-SQL, Kusto Query Language (KQL), Azure Log Analytics, Cosmos.

Preffered Qualifications:

Experience with Microsoft Azure, Azure DevOps, ServiceNow, Microsoft Dynamics or FLOW.

Passionate about Site Reliability Engineering Practices. Knowledge/experience of cloud-based distributed systems and micro services architecture.

Knowledge/experience of Internet network architecture and working/functioning principles. Experience analyzing network packet captures and signaling traces.

#M365Core

Responsibilities

Responsibilities include:

 - Design, write and deliver software to optimize all aspects of deployments (Resources/Applications) 'infrastructure-as-code'.

- Optimize service release by improving Azure DevOps release pipelines. - Drive services towards reliable/predictable deployments achieving better 'time-to-deploy' metrics for Services across Microsoft Teams.

- Develop safe rollout plans for a portfolio of services to prevent outages.

- Build, run, and improve critical service environments in large scale data centers.

- Learn and enhance existing tools, developing new tools to meet new scale and features aimed at reducing manual intervention, enhancing prevention, detection, and mitigation of service impacts.

- Manage world-wide capacity for a portfolio of services to meet the usage growth and efficiency requirements.

- Work with team of engineers focused on improving the reliability, scalability, latency, and efficiency of services powering cloud communications.

- Analyzing data and providing operational insights into service reliability, customer experience to Design and Product teams.

Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country where you work.Industry leading healthcareEducational resourcesDiscounts on products and servicesSavings and investmentsMaternity and paternity leaveGenerous time awayGiving programsOpportunities to network and connect

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