

Sr Site Reliability Engineer - SRE

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Company: Sabre

Location: Colombia

Category: architecture-and-engineering

Sabre is a technology company that powers the global travel industry. By leveraging next-generation technology, we create global technology solutions that take on the biggest opportunities and solve the most complex challenges in travel.

Positioned at the center of the travel, we shape the future by offering innovative advancements that pave the way for a more connected and seamless ecosystem as we power mobile apps, online travel sites, airline and hotel reservation networks, travel agent terminals, and scores of other solutions.

Simply put, we connect people with moments that matter.

Senior Software Engineering - SRE

Site Reliability Engineering (SRE) combines software and systems engineering to build and run large-scale, massively distributed, fault-tolerant systems. SRE ensures that Sabre's services—both our internally critical and our externally-visible systems—have reliability, uptime appropriate to users' needs and a fast rate of improvement. Additionally, SRE's will keep an ever-watchful eye on our systems capacity and performance. Much of our software development focuses on optimizing existing systems, building infrastructure and eliminating work through automation.

On the SRE team, you'll have the opportunity to lead & manage the complex challenges of scale, while using your expertise in coding/scripting, algorithms, troubleshooting, complexity analysis, small/large scale system design and leadership skills.

SRE's culture of diversity, intellectual curiosity, problem solving, and openness is

key to its success. Our organization brings together people with a wide variety of backgrounds, experiences, and perspectives. We encourage them to collaborate, think big and take risks in a blame-free environment. We promote self-direction to work on meaningful projects, while we also strive to create an environment that provides the support and mentorship needed to learn and grow.

Responsibilities

An individual with deep passion for innovation, performance to work as an SRE.

Provides application support by utilizing monitoring tools and diagnostic methods.

Engage in day-to-day operational tasks as needed for management of monitoring and automation work to reduce toil.

Supports and be part of a 24x7 global IT Operations environment leveraging distributed global team members.

Will be responsible for the planning, implementation, deployment, and measurement of Airline Solutions operational assets.

Must work under minimum supervision with few direct instructions, strong attitude towards teamwork, knowledge sharing and documentation.

Will be responsible in providing specialized technical and product support for Sabre hosted solutions, this includes troubleshooting and debugging complex software solutions.

Collaborate with the Engineering, Technology, other relevant enterprise teams in an agile environment.

Hands-on expertise & understanding in ITIL, Change Management (i.e., ServiceNow) procedures to be able to participate in root cause analysis for preventive actions.

Hands-on expertise in Cloud computing, especially AWS/GCP, to contribute in on-prem to GCP cloud migrations.

Should be able to be part in the incident calls and closely work with the incident management teams and problem management.

Ability to communicate effectively to stake holders and higher management in terms of project status, incidents, problems and root cause.

Responsible in supporting Sabre's application portfolios hosted in both On-prem & cloud platforms (AWS/GCP).

Soft Skills

Should be great team player.

Excellent communication and interpersonal skills. Very good written and oral communication skills.

Desired Skills & Experience

5-9 years of experience in IT Operations/DevOps/Application support/SRE team

Strong knowledge and hands-on experience in Windows, UNIX/Linux platforms.

Strong knowledge on Oracle, SQL; able to troubleshoot issues .

Must have hands-on expertise in AWS/GCP platforms, including deployments, administration & Operations, including GCP, Terraforms , core cloud concepts & services.

Must have knowledge and implementation experience of ITIL process, procedures and ITSM, ITIL certified an added advantage.

Must have knowledge in any of the scripting language, such as PERL/Shell scripting/Python. PowerShell is an added advantage.

Experience in handling multiple tasks/projects simultaneously, organizational skills.

Experience supporting multi-layer applications including Frontend services (API and GUI based) and Backend services.

Good understanding of TCP/IP and HTTP protocols and Networking, DNS/Firewalls, F5 Load balancing.

Knowledge in any DevOps tools such as Jenkins/Ansible and any orchestration tools an added advantage.

Expertise in monitoring tools such as AppDynamics and SPLUNK.

Good understanding and experience in Application support.

Qualification

Bachelor's Degree in Computer Science is required and Master's Degree in Computer Science preferred.

Overall, 5-9 years of professional experience in IT Operations/DevOps and SRE.

Sabre offers the following exciting benefits:

Annual Performance bonus plans

Development opportunities in country or globally

We offer a competitive private health insurance for employees and eligible children

Extra Paid Time Off (5 extra days each year)

3 month paid parental leave (12 weeks for fathers/ 18 weeks for mothers)

Daily meal allowance

Life Insurance

Corporate Social Responsibility opportunities

Recognition and acknowledgement programs

Fun employee engagement and development events

Skills: AWS, GCP, Cloud Formation, Scripts, Terraform, CI/CD ITSM

We will give careful consideration to your application and review your details against the position criteria. You will receive separate notification as we progress your application. Please note that only candidates who meet the minimum requirements will proceed in the selection process. To learn more about the people and culture at Sabre, follow us on Facebook and LinkedIn.

This job posting comprises the law No 19691 and its decree No 73/019, which includes the people registered in the National Register of disabled people who have the skills and aptitude for the position described in the present posting.

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