

# DevOps Engineer

We are looking for a DevOps Engineer to join our growing team of highly skilled engineers working on a variety of applications and services to support our omni-channel, interactive communication platform.

We have a dedicated engineering team based at Bletchley Park, Bletchley with the main company office in Shoreditch, London. We offer a friendly and flexible working environment with days mixed between office and home working. Occasional travel to London may be required.

## Key Responsibilities

- Work on the technical design, development, release and deployment of cloud-based infrastructure and applications
- Working with, and supporting, the development team with application configuration for deployment, monitoring and other automation
- Provide operational management and support of Linux and Windows servers and containers, including server hardening, patching, network security and log management to deliver web application and service stacks
- Work with the DevOps Lead and Information Security Manager to ensure that our infrastructure meets compliance requirements and engineering best practices
- Mentor other team members
- Provide on-call/out of hours support, as part of a rota with other team members

## Knowledge/Experience

### Required:

- 3+ years of enterprise level experience with AWS and ideally other cloud providers
- 3+ years of experience working with Linux and Windows servers
- Experience working with Docker, Kubernetes, Helm, and the related DevOps toolchain, ideally in a production environment
- Daily experience using Terraform to provision infrastructure from code
- Experience with Bash shell scripting, MySQL/Aurora
- Security first approach

### Desired:

- Experience maintaining ISO 27001 compliance (or equivalent security standard)
- Familiarity working with various CI/CD solutions – for example, Azure DevOps, TeamCity, Jenkins, Octopus Deploy
- Experience working with and tuning Microservices at scale, with production workloads
- Enterprise level experience with databases, RDS, RedShift, data warehousing
- Familiarity with any of the following logging, monitoring and alerting tools – CloudWatch, Azure Monitor, Splunk, StatusCake, Grafana, PagerDuty
- Scripting - PowerShell, Ruby, Python
- Working with Agile teams

ContactEngine is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees. We encourage people from all backgrounds to apply.

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ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

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