SITE RELIABILITY ENGINEER

At SnapComms, we make internal communications mighty. We're an award-winning, innovative software company which started small and is now taking on the world.

We've developed a suite of powerful internal communication tools to help organizations better inform, engage and inspire their staff. These range from high-impact emergency alerts and scrolling tickers, to screensavers and interactive surveys. Today, our software is used by more than 2.5 million employees in 75 countries.

Our customers are large organizations from every different industry (healthcare, financial services, frontline, education and more) and part of the world (the Americas, UK, Asia and elsewhere).

SnapComms has grown into a successful, fast-growing organization by making people the core of everything we do. We're a diverse and inclusive team with an unbeatable team culture based around collaboration, continuous improvement and a commitment to employee experience. We're future-focused, working closely with customers to deliver the best solutions for their needs – today, tomorrow and beyond.

But the SnapComms story is just beginning. That's where you come in…

We are seeking a superstar Site Reliability Engineer to join our SaaS Operations team. Here are some of the responsibilities within the role:

Responsibilities:

- You will own operational availability, security, scalability, efficiency, monitoring, instrumentation, and overall service reliability of Everbridge's solutions.

- Collaborate across Agile teams with Architects, Developers, Quality, Data, Security, and other Operations engineers on designing and implementing highly reliable solutions.
- Embrace Site Reliability Engineering principles of proactivity, automation, cross-functional collaboration, data-driven decision making, and fast+safe failing to continually improve our technology and culture.
- Enhance our infrastructure, tooling, and processes to extend operability as a self-service function for other groups in the engineering value stream.
- Participate in a rotating on-call schedule to troubleshoot and resolve production escalations.
- Keep people safe and businesses running.

Who we are looking for:

- Ideally you will have previous experience contributing in a production Site Reliability, DevOps, SaaS/Technical Operations, or NOC environment
- Ability to write code in at least one programming language (Powershell and Python preferred)
- You will be comfortable using Git for practical configuration data and code management
- Expertise with cloud compute IaaS/abstracted PaaS solutions – Azure preferred
- You have dedicated commitment to technical excellence, innovation and quality customer service
- Some who is able to have fun while working hard to make a difference.
- Deep knowledge in one of these disciplines forms the central pillar of your T-shaped skill set:
- Network architecture and operation with an emphasis on: application load balancing at local and global scales (ALB/ELB/Route 53), IPv4 routing and dynamic routing protocols (OSPF, BGP), VPN, and network security best practices
- Automation framework orchestration, configuration management, and software-defined infrastructure management techniques (SaltStack preferred, others e.g. Puppet, Chef, Ansible, etc. also acceptable)
- Large scale production application, and security maintenance in an online service (SaaS) provider environment (Windows, Ubuntu and Debian GNU/Linux preferred)

What's in it for you?

SnapComms is an amazing place to work. How amazing you ask? People & Culture are our absolute top priority. We introduce a range of initiatives, host fun events, and provide development opportunities for our people.

With a breakfast bar, weekly fresh fruit, and celebratory cakes, you'll be well fed. Our location near Takapuna beach will inspire you, with offices full of natural light and a broad sunny deck for lunch or relaxation, you are sure to enjoy. You'll be inspired by our location near Takapuna beach, with offices full of natural light and a large sunny deck for lunch or relaxing. You'll be motivated by celebrating shared successes across the whole company, with regular off-site team-building events.

When you invest in us by joining the team, we invest in you through professional development – travel, training and mentoring opportunities to expand your knowledge and grow your skills.

We firmly believe in work/life balance, so you'll be able to work from home some days, enjoy flexible hours and wear casual attire.

You'll also receive a commute to work incentive, paid volunteering days – as well as doing a job you love in an environment that encourages you to be your best every day. See more about being part of the SnapComms team [on our website](#).