

# DevOps Engineer

## Roles available in the United Kingdom and North America

We are looking for DevOps Engineers 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 offer a friendly and flexible working environment with days mixed between office and home working. Occasional travel 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 including server hardening, patching, network security and log management to deliver web application and service stacks
- Work with the 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

## Knowledge/Experience

### Required:

- 3+ years of enterprise level experience with AWS and/or Azure
- 3+ years of experience administrating and supporting Linux and Windows servers
- Experience with Bash, Terraform, MySQL/Aurora, monitoring tools
- Security first approach

**Desired:**

- Ideally AWS certified
- Experience maintaining ISO 27001 compliance (or equivalent security standard)
- Containerisation and microservice build and deployment - Docker, Kubernetes
- Implementation of CI/CD - TeamCity/Jenkins/Octopus Deploy
- Cloud provisioning - Terraform, CloudFormation, Ansible and Packer
- 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

For more information about ContactEngine, please visit [www.contactengine.com](http://www.contactengine.com)



**Visit** [www.ContactEngine.com](http://www.ContactEngine.com)

**Follow** [@contactengine](https://twitter.com/contactengine)

**Email** [info@contactengine.com](mailto:info@contactengine.com)

ContactEngine Limited  
The Clergy House, Mark Square  
London EC2A 4ER

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.

For more information, visit [www.contactengine.com](http://www.contactengine.com)