



Senior DevOps Engineer

About Airbox Systems

Airbox Systems is the leading comprehensive situational awareness tool for elite professionals. Launched in 2008 with a core mission to help save lives and support those in the operational field, Airbox Systems holds interoperability at its heart. Bringing together all of the emergency response units across the country the hope is to enable these operators through a clear and comprehensive situational awareness software.

Driven by passion and great people who share our enthusiasm for trying to make the world a better place, our team includes individuals with backgrounds in military, aviation and law enforcement. Bringing first hand insight of frontline operations in the air and on the ground to enable cutting edge concepts for improving the service that we deliver.

The suite of situational awareness tools can be used across web, desktop, and mobile applications, using the latest technologies. These are designed for planning, execution and after action review, and are trusted by Law Enforcement, Military, Special Forces, Search & Rescue, Fire and Medical Emergency Services around the world.

Main Duties & Responsibilities

You will be responsible for maintaining and enhancing the live services functionality. Deployment of new versions, internal automation (CICD), and cost management.

Execution and initiative

- Enhancing, documenting and enforcing policies and best practices across the DevOps team.
- Making recommendations about which technologies to use to achieve Airbox's objectives.
- Ensure that platforms and data solutions can be deployed and operated in a highly repeatable and predictable manner through interaction and collaboration with relevant internal and external stakeholders.
- Responsible for deploying and managing multiple environments to support rapid, agile development approaches.
- Deployment of updates, new versions, and product or code fixes to issues raised by internal or external stakeholders.
- Build tools to reduce occurrences of errors and to improve the client experience
- Perform root cause analysis for product errors into live service incidents.
- Design procedures for system troubleshooting monitoring and maintenance
- Developing tools and metrics to assist in monitoring, reporting, and forecasting capacity for our managed environments.

Communication

- Communicates comfortably with internal stakeholders and immediate team.
- Able to business partner with internal stakeholders and build relationships accordingly
- Able to provide a key technical point of contact during incident response.
- Develops long-term and robust relationships both internally and externally.
- Able to translate client needs to enable setup and transition of relevant Airbox products
- Able to ask questions and seek solutions for client issues or problems

Behaviours and Team Work

- Openly shares views in a truthful and constructive way
- Actively listens to other people and uses their experience to understand, learn and grow.
- Takes ownership for seeing things through.
- Understands how their contributions affect the team, department and company
- Builds and maintains good relationships with their team department and across the company

Knowledge & Experience Required

- Comfortable with Linux flavours Ubuntu / Centos as well as Windows server
- Continuous Integration & Continuous Deployment principles (esp. Jenkins)
- Containerisation (Docker, Kubernetes)
- Infrastructure & Configuration Management (Chef, Puppet, Ansible, Terraform, etc.)
- Cloud Computing platforms (esp. AWS)
- Version control (Git & GitHub)
- Strong knowledge of monitoring tools that are reviewed and refined over time. E.g. pingometer, Datadog,
- Experience of improving and simplifying development and operational processes via automation
- Defining relevant solution deployment architectures
- Prior development or systems operations experience
- Strong problem solving skills
- Excellent organization skills and attention to detail
- Articulate with excellent verbal and written communication skills
- Strong communication skills and the ability to influence both internally and externally
- Proven ability to work under pressure and deliver

Desirable:

- Certified to professional level with AWS and/Or Azure or able to achieve this in your initial 3 months in the role

Airbox Systems is an equal opportunity employer. We are committed to building a team which represents a variety of backgrounds, perspective and skills.