

The Customer Reliability Engineer

Reports to: the Head of Customer Reliability Engineering

Location: Guildford (Flexible)

September 2021

About the role

We're looking for a talented, passionate and experienced Site Reliability Engineer to join our team and help us deliver outstanding technical expertise to everyone who uses our services and help move the platform forward bringing new ideas and processes with the introduction of new and appropriate technologies.

Our platform is used by some of the largest organisations both nationally and internationally, and it's highly likely that you have used our platform without even realising.

We are using some of the latest technologies from Google Cloud including but not limited to Serverless technologies such as Cloud Run, App Engine, Google Container Registry, BigQuery and PubSub as well as open source tools such as Consul, Terraform, Docker and Jenkins.

We work extremely closely with the likes of Google, Percona and Rackspace to help support our platform, as well as many opportunities to collaborate with them and expand your knowledge with new technologies and tools. We encourage you to take your Google Cloud exams and will cover the cost of training and certification to help you progress in your career.

The “superpowers” you should possess are a passion for platform security, performance, scalability and useability, being cool under pressure and an understanding of cloud or serverless technologies.

Sound like you? [Read more.....](#)

A day in the life of a Customer Reliability Engineer...

- Writing well designed, testable, efficient code to help reduce toil and make more use of automation using the software development standards and practices endorsed by the department
- Sharing responsibility for the platform-wide security, performance, scalability and usability of the Eagle Eye's SaaS systems
- Being guided by an 'Agile' mindset of respect, collaboration, improvement and learning cycles, delivering value, and adapting to change
- Giving guidance where applicable and graciously receiving feedback from others
- Taking pride in ownership of delivering to commitments and obligations, both individually and as a team
- Gathering and refining specifications and requirements based on technical needs
- Consulting on the technical feasibility of and complexity estimates of business requirements
- Being an active member of a team: discussing, collaborating, engaging, seeking solutions when under pressure without passing blame
- Bringing fresh ideas, enthusiasm and creativity to the department
- Being open to other people's ideas, guidance and feedback and judging when to assert own opinion
- Being ambitious, driven and a passionate about continual growth, both personally and professionally
- Displaying strong communication skills
- Dealing decisively with ambiguity, justifying decisions based on the known variables and the needs of the business

About you

You are...

- Confident and collaborative with good communication skills
- Driven and focused
- Open to new ideas and discussion
- Able to deal with high pressure and ambiguity

You have...

- A basic understanding of cloud and serverless technologies
- A basic understanding of automation principles
- Exposure to containerisation technologies such as Docker
- Experience in shell or bash scripting
- Experience and understanding of programming languages such as Python or PHP
- Experience of building and deploying pipelines in Jenkins or serverless CI/CD pipelines such as Travis CI or Circle CI
- Experience with managing and maintaining MySQL databases and fluent with basic SQL
- Extensive knowledge of Linux Operating Systems such as CentOS

Is this you? In return we will give you...

- A competitive base salary
- Bonus scheme with potential to earn up to 10% of salary dependant on your own personal behaviours, achievement of goals and company revenue targets
- Flexibility to work from home or various office locations and flexible hours or job shares considered
- Generous annual leave package including
 - 25 days paid annual leave
 - 5 days paid sick leave which if unused gets added to your annual leave the next year
- Contributory pension
- Support in continuous learning and self-development
- Simplyhealth scheme including
 - Health care cash back
 - 24 hour access to virtual doctors appointments
 - 24 hour employee assistance programme 24 hour employee assistance programme
- Access to the paid Headspace app subscription
- Mental Health First Aiders to support employee's mental wellbeing
- Employee Resource Groups focussed on underrepresented groups in Eagle Eye, including Purple Women
- Charity Committee committed to organising events throughout the year to raise money for those less privileged
- Cycle to work salary sacrifice scheme (via CycleScheme)
- Electric vehicle salary sacrifice scheme (via Octopus)
- A friendly, fun, growing team of people who work hard but love to play hard too, with location specific Christmas parties and annual whole company get together hosted in the UK

Our values



Behaving with integrity e.g. honest, collaborative, transparent, communicative, supportive, hardworking etc. is how you show your character.

This is how you earn trust.



Making wise decisions, delivering to a high standard, on time, to budget - doing what you say you will and making every day your masterpiece.

This is how you keep trust.



Use intelligence, creativity, experience and sweat to develop solutions that are excellent.

This is how we will improve as a business.



Be high energy, enthusiastic, can do, use your personality to make a difference, make shit happen, have fun and celebrate success.

This is why we'll enjoy the ride.



We only win as a team so we focus on the success of the team – it's we not me, make sure the next person succeeds.

This is how we pass the Purple forward.



Be kind, be thoughtful and ensure your actions are always enriching and never diminishing the lives of those you come into contact with.

This is the glue that binds us together.

About us

Eagle Eye develops and deploys a SaaS platform (AIR) that is the market-leading personalised promotions and digital loyalty platform for omnichannel retailers, hospitality operators and CPG suppliers.

We believe that In the very near future every omnichannel retailer will follow the digital leaders and transition to a personalised digital marketing platform.

We are a business run by the former CMO of Tesco and our founder still plays a huge part in our business. We are expanding rapidly and going global, with offices now in the UK, US, Canada and Australia, meaning there are plenty of opportunities for progression.

We develop cool tech and have transitioned to Google Cloud. As part of this, we are helping our people become Google Certified. We have some awesome clients such as Sainsburys, John Lewis & Partners, Asda, Greggs, Loblaws, JD Sports, Woolworths & Southeastern Grocers.

We also like to give back, so we support local and larger charities through various events organised by our charity committee. We foster an environment promoting good mental health and have qualified Mental Health First Aiders within the business.

We create an environment in which people are empowered to create their own solutions, challenge existing methods and make their own decisions.

We love being social and get together for beers (or soft drinks!) and snacks every Friday. We have a Christmas party every year and we host an annual company summer event in the UK where the people from all our global offices can meet up and get to know each other better.

We look forward to hearing from you!

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www.eagleeye.com/careers

[@weareeagleeye](#)

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We are purple

