Hello.

We are Eagle Eye.

Customer Reliability Engineer
Location: Manchester
Reports to: Head of Customer Reliability Engineering
Date: March 2021

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.

Key Skills

- Basic understanding of cloud and serverless technologies
- 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
- Confident and collaborative with good communication skills

Roles and Responsibilities

- Write 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
- Shared responsibility for the platform-wide security, performance, scalability and usability of the Eagle Eye's SaaS systems
- 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.
- Gather and refine specifications and requirements based on technical needs
- Consulted on the technical feasibility of and complexity estimates of business requirements
- Be an active member of a team: discuss, collaborate, engage. Seeking solutions when under pressure, without finding others to blame
- Bring fresh ideas, enthusiasm and creativity to the department
- Openness to other people's ideas and ability to judge when to assert own opinion
- Ambition, direction and a passion towards continually growth, both personally and professionally
- Strong communication skills, open to guidance from others while asserting own views as appropriate
- Dealing decisively with ambiguity, will to justify a decision based on the known variables and the needs of the business.

Why us?

We are a business run by the ex-deputy CEO 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, Canada and Australia, meaning there are plenty of opportunities for progression.

We love being social and get together for beers (or soft drinks!) and snacks every Friday, as well as an annual company summer event and location-specific Christmas parties.

We have cool tech. We've recently moved to Google Cloud and we are helping our people become Google Certified. We have some huge clients such as John Lewis & Partners, Asda, Greggs, Loblaws, JD Sports and Tesco.

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 now 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.