



# CAREER OPPORTUNITIES

## Job Description: Senior DevOps Engineer

### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Senior DevOps Engineer to join our UK team.

### THE OPPORTUNITY:

A fantastic opportunity has become available to join our DevOps team. You will be working in the DevOps team to primarily ensure the stability and performance of our cloud-hosted (AWS), multi-region SaaS system, which processes millions of transactions per year.

The successful candidate will be responsible for operational management of our platform and expected to focus on this area primarily, leading to the DevOps role working with new emerging technologies and software. You will manage these from inception, taking the lead of deployment projects ensuring any current policies and operational management processes are adopted from the development cycle through to production.

This role would suit a candidate with proven experience of a DevOps role, project delivery and excellent operational systems management and practices.

### YOU WILL BE RESPONSIBLE FOR:

- Day to day systems management including
  - Systems management of fully cloud hosted platform for large worldwide customer base
  - Using range of management tools to ensure operational platform stability
  - Undertaking regular performance, capacity and trend analysis reviews to identify recommendations for discussion within the platform team
  - Automation of alerting configuration processes
- Working closely with our InfoSec team in a PCI DSS regulated environment to ensure that our infrastructure and platform is secure.
- Work with support to investigate and resolve 3rd line support incidents
- Iterate and improve our operations processes with a focus on speed, resiliency and monitoring
- Working as part of the DevOps team:
  - Building new infrastructure
  - Managing and improving the release processes
  - Designing new infrastructure and technology to be used by the PCIPAL applications
  - Taking the lead on delivery projects and release cycle developments
  - Developing modern deployment processes and solutions



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## WE WANT TO HEAR FROM YOU IF YOU HAVE:

### Core skills:

- 3+ years of working with cloud-hosted SaaS systems – (Ideally AWS but any including Azure/Google)
- Expert knowledge of best practices with regards to creating and maintaining resilient SaaS systems
- Security focussed mindset
- Multi tenant architecture, load balancing, auto-scaling, resilience
- Knowledge and experience on infrastructure as code (preferably Terraform)
- Scripting (ideally powershell or Bash/Shell Equiv)
- Enterprise scale Reporting and monitoring systems (Dashboards, query/string writing)
- Source control management systems (IE Gitlab)
- Experience working in an agile software development environment
- Ability to work on own initiative where only broad objectives have been set
- Ability to ensure processes and designs are documented to a high standard
- Ability to carefully consider risks during development of new systems, and provide solutions to mitigate them

### Very nice to haves:

- Experience of working in an audited/regulated environment
- Experience of involvement in delivering audit compliance
- Able to demonstrate ability to deliver projects while focusing on BAU as a priority

## IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Company stock options
- Medical, dental and optical insurance cover (UK and US only)
- Option to either work in our Ipswich/Charlotte/Toronto/Sydney office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Electric Vehicle Scheme
- "Work from anywhere" 2 weeks per year policy
- Rewards platform (offering discounts, cashback and savings)
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Ad-hoc team events, incentives and competitions

## TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team [people@pcipal.com](mailto:people@pcipal.com)