Systems Reliability Engineer

Fraxion Spend Management

About us

Fraxion offers an innovative cloud solution for spend management and efficiency trusted by thousands of brands worldwide and top rated by Gartner, Fraxion actively manages over $10 billion of spend across the globe at over 1,000 customers and more than 200,000 active users. Using Fraxion, businesses can spend smarter and streamline the procurement process for better business outcomes.

Job Title: Systems Reliability Engineer

As a Systems Reliability Engineer, you will be required to ensure the availability, performance, monitoring, and incident response, among other things, of the platforms and services that our company runs and owns.

Date: November 2020

Region: Cape Town, South Africa

Closing date for applications: TBD

Broad outline of duties:

Security

- Security Management and configuration, response and breach mitigation
- Ensure that all platforms and systems are in line with the required Security Standards
- Ensuring critical system security through the use of best in class cloud security solutions
- Remediating vulnerabilities on various environments

Compliance

- IT governance compliance
- Help to ensure the delivery of infrastructure solutions
- Complete and perform daily, monthly and yearly audit requirements
- Performance tuning and cost management

Workload management

- Provide business as usual support to your particular workload and environment.
- Provide support on escalations for investigation and resolution of technical issues.
- Helping to support the reduction in the number of "Critical" incidents and investigate possible causes and fixes.

- Monitoring daily activities, including Change Requests, Project deliverables and Jira ticket responsibilities - Adopting a practical, methodical approach to identify and resolve issues.

Work to implement and make sure environments are structured and built with redundancy and "key component" failures in mind

- Make sure environments and workloads are run as cost effectively as possible.
- Evaluating new technologies to improve, but not limited to; improving process flow, improving uptime, improving security, improving go-to-market time.
- Supporting maintenance of layered software, and infrastructure.
- Identifying where applications or hardware are having performance/reliability issues; analyze and formulate a proposed method to correct issues.
- Working on and maintaining continuous integration systems
- Application availability
- Performance tuning and cost management
- Automated deployment and configuration management

Technical processes and development

- Develop (where and when necessary) and maintain support procedures
- Develop (where and when necessary) and maintain operating policies and procedures for workloads under management
- Develop (where and when necessary) backup and recovery solutions for workloads under management
- Automating tasks that can and should be automated
- Explore ways to constantly improve quality of existing services, processes and systems in order to maintain system effectiveness and reliability
- Work as part of the Engineering team to create a robust and responsive deployment and Integration process (CI/CD)
- Version Control

Communication

- Incident response
- Managing technical escalations as necessary
- Communicate relevant technical business solutions to the identified internal or external stakeholder

Education, training and experience requirements:

Computer skills	MS Office, Expert knowledge of Azure Platform
Level of formal professional Education or training	Graduate-level qualified in Computer Science, Engineering or a related discipline or equivalent experience

	Technical certifications in key infrastructure services and applications (Azure certifications in system design or administration advantageous) IT governance policy ISO270001 and SOC advantageous
Level of experience in job advertised	• 2 years of Experience with AWS services • SRE experience specifically in general cloud application development and hosting with a focus on Microsoft Azure Cloud. • Experience in reliability tools for preventative and predictive techniques • Gateways. Application firewalls • Log management and monitoring • Microsoft advanced breach and security detection tooling • Strong Azure networking, server topologies, TCP IP, virtual networks experience and exposure • DBA experience and knowledge • Very good understanding of web app environments and server security • Solid experience in building highly scalable server architectures • Infrastructure and especially Platform as Service • Automation experience with configuration management tools (ansible, chef, puppet, terraform etc) • Be an expert in: working with AWS - EC2, RDS, S3 server security setting up backup and stability systems • Have solid experience in: Virtual machines - Windows and Linux Docker GIT source code repository SQL server administration and maintenance Setting up and securing highly available solutions managing and installing SSL certificates Configuring firewalls and VPNs Configuring Nagios, new relic or any other monitoring software Writing provisioning scripts in ansible, chef, puppet, terraform etc • Have the ability to:

	write bash/PowerShell scripts
	Scripted and automated deployment and configuration management of different projects on different environments (PowerShell etc.)
	Azure DevOps for automated deployment
	Understand complex software and system architecture
	Set up multi-tier architectures

Other requirements

Motivation	S/he is to a large degree required to control performance. S/he has to be self-motivated be driven to set definite goals which s/he'll take appropriate steps to achieve.
Initiative	S/he must have the ability to use initiative to ensure customer satisfaction and retention.
Interpersonal relations	S/he must be able to associate with others and to appreciate/understand their views, needs and ideas.
Assertiveness	S/he must be able to stand firm regarding Company policies, procedures and practices.
Coping skills	S/he must be able to cope with day-to-day problems and must be able to work under pressure.
Communication/impact	S/he must be able to communicate professionally and project a positive corporate image at all times.

Other competencies:

Initiating action	Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being pro-active
Quality orientation	Accomplishing tasks by considering all areas involved and showing concerns for all aspects of the job.
Work standards	Setting high standards of performance for self and others, assuming responsibility and accountability for successfully completing assignments or tasks.

Follow up	Ensuring that initiatives and suggestions gain sign-off and are then followed though to fruition by coordinating the necessary resources and driving these to completion.
Managing work	Effectively managing one's time and resources to ensure that work is completed efficiently.
Adaptability	Maintaining effectiveness when experiencing major changes in work tasks or the work environment, adjusting effectively within new work structures, processes, requirements or cultures.
Customer focus	Making customers and their needs a primary focus of one's actions, developing and sustaining productive customer relationships.
Product knowledge	In-depth knowledge of the company's risk service offering

Please forward all applications to Human Resources: careers@fraxion.biz

Should you not hear back from us in 2 weeks, please consider your application unsuccessful.