

Senior Site Reliability Engineer - Observability

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Company: Zendesk

Location: Poland

Category: architecture-and-engineering

Job Description

Zendesk is a service-first CRM company that builds powerful, customizable software designed to improve customer relations. At Zendesk, we encourage growth, innovation and believe in giving back to the communities we call home.

The ideal candidate will want to join a growing team. You have recent experience with full-stack cloud native software development, distributed systems, AWS, and digging through the code to resolve issues. You should have experience debugging incidents and partnering with teams across a company to improve reliability and performance of systems and services.

What you'll be doing

Design, develop, and evolve the SRE practice at Zendesk.

Provide and institute proven practices around reliability, remediations, and troubleshooting.

Work with development teams to investigate sophisticated performance and reliability issues and help them to resolve them.

Being on-call to rapidly understand issues with our products and help teams to efficiently solve them during incidents.

Build vital and efficient tooling to lower the barrier of entrance for engineering teams to plug in and enjoy the benefits of Reliability focused on Observability.

Implement governance of Observability standards to ensure consistency, foster

innovation, and enhance cost-effectiveness.

We encourage you to apply, even if you don't match everything listed below.

What you bring to the role

Data driven and observability passionate

Enjoyment helping others learn and improve through pairing, code review, tech talks etc.

The ability to lead, partner, and collaborate cross functionally across a large engineering organization.

Basic Qualifications:

4+ years experience in a Software Development and/or Site Reliability Engineering role.

Experience with AWS, infrastructure, software design, backend systems.

You're comfortable jumping into unfamiliar codebases and languages.

Experience developing and operating large-scale distributed systems

Experience with Python, or Golang.

Experience with Datadog or any other Observability vendor

Can debug difficult problems across sophisticated systems.

Nice to have:

Worked with Kubernetes Clusters.

Very nice to have experience with OSS Observability tools

Familiar with Ruby

Understand incident lifecycles and on-call.

Tech Stack

Zendesk's codebase is mostly written in Go, Ruby and Scala.

The stack runs in Kubernetes, hosted in AWS.

Observability is based on Datadog and OSS tooling.

We build tools in Python, Go

#LI-BP1

The Poland annualized base salary range for this position is zł198,000.00-zł340,000.00.

Please note that while the salary range represents the minimum and maximum base salary rate for this position, the actual compensation offered will be based on job related capabilities, applicable experience, and other relevant factors. This position may also be eligible for bonus, benefits, or related incentives that will be communicated during the offer stage.

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