

Job description DevOps Engineer



The Role:

Working with an established team of agile designers, developers and testers you'll be responsible for the deployment, performance, integrity and security of our existing systems, as well as the planning and delivery of future implementations which you'll specify from the ground up. You'll continually strive to improve performance through scaling, configuration and tuning and will be a 'go to' person for any of the processes and platforms that support our core products.

This role will include occasional out of hours work for critical system issues and planned maintenance where needed.

You'll be mostly remote, with occasional travel to our central Guildford office to work with a cross-functional team to collaborate in short design/development sprints. This is an opportunity to build software that can make a real difference to our clients and their customers.

The Essentials:

You will:

- Have significant hands-on experience with Azure and Kubernetes
- Have designed and implemented systems architecture for SaaS platforms
- Understand CI/CD deployments and how to run them (i.e. Bitbucket Pipelines, Azure DevOps, Jenkins, etc.)
- Experience of running web servers like Apache or Nginx
- Have a focus on security, user controls and privileges, physical design and best practices
- Have developed, managed and tested back-up and recovery plans, including archiving
- Have excellent verbal and written communication skills
- Demonstrate a solid understanding of information legislation, such as GDPR

The Desirables:

Ideally, you'll have experience working with:

- Atlassian products (Jira, Bitbucket, Confluence)
- Grafana (monitoring and alerts)
- Agile teams

The Company:

Feed It Back is a leading player in the Online Reputation Management (ORM) space and over the last few years has helped build reputations for some of the biggest and best hospitality brands in the UK, including Las Iguanas, Marco Pierre White, Loungers and GBK. Through our uniquely tailored ecosystem consisting of EPOS-linked personalised surveys, review management system, and our customer engagement platform, our clients can ensure the best understanding, retention and satisfaction at every stage of the customer journey.

As a company, we're emerging from the COVID pandemic having lost no staff and as strong as ever. We're doubling the size of the product team to further enhance our industry leading platform and introduce some exciting new products.