

Production Support Engineer III

Description

Why Brightside: The mission is clear. To improve the financial health of working families in America. Brightside is an employee benefit with a brand-new approach to personal finance. We offer unique solutions for employees & their families who need help with anything related to their finances and the emotions and behaviors that can impact them. We take a holistic view to provide unbiased and confidential assistance through an unmatched blend of products, technology and true human care. Our goal is to make it easier for our clients to understand their options to obtain long-term financial health and gain peace of mind when it comes to financial matters. Brightside is looking for a Production Support Engineer III with 6+ years of professional experience to join our team! This role is ideal for an experienced professional in Application or Production Support looking to demonstrate their technical ability and professional leadership in building monitoring solutions for the Production Support team. In this role you will have a chance to partner closely with key stakeholders from Production Support, Engineering, DevOps, and Product in a fast paced start-up that believes in servant leadership!!

The meaningful work you will tackle:

- Define scalable application & infrastructure monitoring frameworks / dashboards for production support to provide a performance view of the production environment
- Implement a severity exception-based alerting with escalation for unattended alerts
- Automate routine/repeated help channel queries to assist both Level 1 support and support for our Financial Assistants (FAs) that support the client in a self-service manner
- Initially be the backup resource to conduct deep dive investigation for Level 1 tickets and payroll deduction processing, and over time, become the primary contact for Level 2 escalations
- Document and train production support staff in solution implementation & maintenance
- Be the conduit between FAs/Level 1 and the engineering/QA teams to raise defects, explain, and assist in the prioritization of critical issues
- Assist in providing workarounds for critical issues
- Participate in root cause analysis for production incidents and be part of the Production Support rotation to serve our clients
- Assist in production deployments, and participate in go-live discussions and customer implementations

What we are looking for in your background & what makes you a success:

- Technical experience working in an environment integrating disparate vendor systems/products to support business-critical functions
- B.S Degree in Computer Science OR B.S Degree in Software Development OR extensive relevant work experience
- Professional (not academic) - AWS/Cloudformation/Grafana: 2 years
- Professional (not academic) - Jenkins/Nexus/Git - 2 years
- Professional (not academic) - Python/Ruby/Bash - 2 year
- Professional (not academic) - MySQL, Dynamo DB, Mongo DB or equivalent - 2 year
- Implementing a Production Support Monitoring Solution
- Production Support experience is a big plus
- Databricks, Cognito, Kinesis, Qualys - all a plus
- A deep understanding of the implementation with significant experience in QA functionality is a plus
- Background in requirements gathering and delivery in an iterative manner

Employee Benefits at Brightside: At Brightside you'll find a remote, safe, fun & inclusive work environment. We have a competitive benefit plan including medical, dental, vision, short/long term disability, life insurance, commuter options and a 401(k) plan. We also offer a generous Time Off allotment including Paid Time Off / Wellness Days / Sick Time / Days of Service & Company Holidays.

Equal Employment Opportunity Commission: Brightside is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Please mention the word ****WHOLE SOME**** and tag `RMzUuMjQ1LjZLjlxMg==` when applying to show you read the job post completely (`#RMzUuMjQ1LjZLjlxMg==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and

Hiring organization

Brightside

Job Location

Greater Phoenix

Base Salary

\$ 80000 - \$ 185000

Date posted

May 2, 2024

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Contacts

Job listing via RemoteOK.com