

Network Operations Engineer

Description

LivePerson (NASDAQ: LPSN) is the global leader in enterprise conversations. Hundreds of the world's leading brands including HSBC, Chipotle, and Virgin Media use our award-winning Conversational Cloud platform to connect with millions of consumers. We power nearly a billion conversational interactions every month, providing a uniquely rich data set and safety tools to unlock the power of Conversational AI for better customer experiences. At LivePerson, we foster an inclusive workplace culture that encourages meaningful connection, collaboration, and innovation. Everyone is invited to ask questions, actively seek new ways to achieve success and reach their full potential. We are continually looking for ways to improve our products and make things better. This means spotting opportunities, solving ambiguities, and seeking effective solutions to the problems our customers care about. Overview: Our global NetDevOps team is growing rapidly, requiring engineers to collaborate across US, EMEA, and APAC regions to support our datacenter and cloud environments. This team focuses on the stability and reliability of our global infrastructure leveraging existing standards, processes, and automation solutions. The NetDevOps Engineer will serve as a domain expert in networking technologies and the supporting both datacenter and cloud infrastructure. You will: Develop, maintain, and support data center and cloud technologies across our global infrastructure to include routing, switching, and cloud technologies. Implement changes, upgrades and performing preventative maintenance. Troubleshoot hardware, software, and vendor incidents to resolve and identify remediation improvements. Develop and leverage automation and monitoring tools to maximize visibility and recovery. Communicate and collaborate across teams and levels to manage projects or incidents. You have: Ability to configure and troubleshoot routing protocols (BGP, OSPF, and static). 3+ years of experience with data center and cloud based networking technologies and infrastructure (LAN, WAN, firewall, SDWAN, BGP, DNS, load balancing, VPN, etc) 3+ years of experience with Arista and Cisco configurations and maintenance. Understanding of network protocols and services. Experience in linux environments and enterprise distros Experience with software development and strong scripting skills. Experience with Palo Alto firewall configurations and maintenance. Experience with F5 LTM and AFM configurations and maintenance. Experience with networking and securing kubernetes with Calico. Experience with cloud technologies and IaC deployments. Experience with GCP, AWS, Azure cloud environments. (Certifications preferred) Experience with virtual and containerized deployments in both data center and cloud. Experience with Kubernetes and GKE deployments and networking elements. (CNI, Itsio, Calico) Experience with CI/CD pipeline components, support, functionality, and tools. Experience with version control concepts and operations. (Git) Experience with data formats XML, JSON, YAML and parsing with Python data structures. Experience working within an Agile development environment Experience with webhooks, API styles, HTTP Response codes, and authentication mechanisms. Experience with Ansible deployments and creating ansible playbooks Experience with Jenkins and parameterization. Use of automation tools and modules (Rundeck/Puppet/Terraform) Experience with Network Automation and Programmability Abstraction Layer with Multivendor (NAPALM) framework Leverage model driven programmability within an Arista networking environment. Experience with cloud infrastructure such as Compute, Network, Storage and Backup Understand the need to organize code into methods, functions, classes, and modules Experience with monitoring performance metrics and KPIs. Additional requirements: Collect feedback and requirements from design

Hiring organization

LivePerson

Job Location

Sydney, New South Wales, Australia

Base Salary

\$ 60000 - \$ 110000

Date posted

June 6, 2024

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and technical staff Create diagrams, business cases, and architectural designs documents. Support on-call and weekend rotation as needed Collaborate with cross functional teams. Oncall and shift rotation (primarily between US and APAC hours) Benefits: Health: medical and mental. Time away: vacation, holidays, and care days. Financial: Superannuation, ESPP and group life insurance. Family: parental leave. Development: Generous tuition reimbursement and access to internal professional development resources. Additional: Exclusive perks and discounts. #LI-Remote Why youâ€™ll love working here: As leaders in enterprise customer conversations, we celebrate diversity, empowering our team to forge impactful conversations globally. LivePerson is a place where uniqueness is embraced, growth is constant, and everyone is empowered to create their own success. And, we're very proud to have earned recognition from Fast Company, Newsweek, and BuiltIn for being a top innovative, beloved, and remote-friendly workplace. Belonging at LivePerson: We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances. We also consider qualified applicants with criminal histories, consistent with applicable federal, state, and local law. We are committed to the accessibility needs of applicants and employees. We provide reasonable accommodations to job applicants with physical or mental disabilities. Applicants with a disability who require reasonable accommodation for any part of the application or hiring process should inform their recruiting contact upon initial connection. Please mention the word ****PROSPERITY**** and tag RMzQuMjEzLjEzNS40OA== when applying to show you read the job post completely (#RMzQuMjEzLjEzNS40OA==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com