



# Reflektion

Dev Ops Engineer

Location: USA

Last updated: 12/15/2020

## About Reflektion

Reflektion's AI-powered personalization platform listens to the behaviors of each individual shopper, utilizes Artificial Intelligence to calculate their preferences and intent, and then responds to every moment-to-moment interaction by displaying the most relevant content and products in real-time and across the digital touchpoints that matter most—including preview and site search, product recommendations, category and landing pages, and email.

Leading retail brands such as Skechers, Reeds, Petco, Ascena and RiteAid rely on Reflektion's platform.

Founded by pioneers in Artificial Intelligence and awarded both the Best eCommerce Solution and Best Overall Business Technology Solution by SIIA in 2019, Reflektion combines individual shopper insights, product intelligence, and AI to create more relevant and impactful eCommerce experiences.

Reflektion is backed by leading investors including Battery Ventures, Hasso Plattner Ventures, and Clear Ventures.

Reflektion enjoys a rich culture of innovation. We hire talented individuals who are self-motivated, willing to experiment and can work under tight schedules.

## Summary

Reflektion is seeking a Site Reliability Engineer to join our growing Technical Operations team. The successful candidate will be responsible for managing day to day monitoring and operations, as well as contributing to config management and automation. Additional duties include resolving technical issues and escalating to other teams as necessary.



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Ideal candidates will have extensive experience deploying and maintaining enterprise platforms on AWS, Strong scripting background to automate processes as required, as well as hands-on experience with Terraform, Ansible, Consul, and Jenkins desired.

## Responsibilities

- Administer including automation, parts of Reflektion Infrastructure as a service, including service configurations, CI/CD, deployments, monitoring and alerts so processes are repeatable, and meet 99.999 uptime.
  - Administer infrastructure services including but not limited to Terraform, Ansible, AWS S3/Cloudfront/Application Firewall/Application Load Balancers, APi Gateway, AWS Lambda.
  - Administer databases including MongoDB, MySQL/DocumentDB, DynamoDB, and Redis.
  - Administer CI/CD pipeline including Github, Kubernetes, Docker, Elasticache, Jenkins, and Codeship.
  - Administer security settings, VPN, VPC, SOC compliance, and pen testing with our approved vendor.
- Perform on-call duties, and respond to alerts and resolve issues in production and non-production environments.
  - Manage Pagerduty, NewRelic, Grafana, Slack administration.
  - Participate in on-call rotation, and respond to alerts within assigned SLAs based on the type of alerts, usually acknowledging the alerts in 5-10 minutes.
  - Work with engineers to resolve issues that cause the alerts.
- Work with developers to provision and manage services to scale across multiple availability zones and regions.
  - Participate in discussions and help with setting up of infrastructure and services to be distributed across multiple regions in AWS, specifically us-east-1 and us-west-1. Assist in further expansion as company expands to several other regions.
  - Develop a plan to be able to replicate such expansion as a set of repeatable steps.
- Support customer specific requirements on infrastructure, api gateway, security, etc.
  - Communicate with customers on their specific security setup, and implement solutions to allow customer systems and Reflektion systems to communicate with each other securely, ensuring that appropriate precautions are in place like throttling traffic at agreed upon requests per minute, and implement any other necessary restrictions. Also setup monitoring to ensure the setup is running smoothly.



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## Requirements

- Bachelor's degree in Computer Science, Electrical or Electronics Engineering.
- 2 years hands-on full-time industry experience.
- Experience with B2B SaaS software or E-commerce deployments to AWS
  - Proficient in administration and maintenance of Terraform, Ansible, AWS, Kubernetes, Docker, and/or Elastic Container Services, Unix/Linux, AWS services like S3, ALB, Lambda, Jenkins or other CI/CD apps like Codeship, Security and Compliance.
- Knowledge of several of the technologies like Kafka, Git, MongoDB, MySQL, Redis as an administrator.
- Proficiency with Unix/Linux and bash scripting
- Strong background in automation and configuration management
- Enthusiasm for establishing and refining processes and metrics
- Proven ability to manage production releases and change management
- Positive attitude and ability to work in a fast paced environment

To apply, please send your resume to: [jobs@reflektion.com](mailto:jobs@reflektion.com)