



POSITION: SITE RELIABILITY ENGINEER

LOCATION: PALO ALTO, CA

WHO WE ARE

Acuant is a leading B2B provider of identity verification technology. We are revolutionizing the way consumers transact by allowing businesses to quickly and seamlessly identify who they are doing business on any platform while protecting both parties. Join a global team that works with leaders in all industries to deliver best in class technology.

Acuant's Trusted Identity Platform provides complete identity verification based on your level of risk so you can build your business with valid customers. Powered by AI for the highest speed and accuracy, omnichannel products enable seamless customer experiences to increase conversions in the digital economy. Scalable, secure and compliant (KYC, AML & GDPR), Acuant allows businesses to establish trusted identities from any location in seconds. www.acuant.com

WHAT YOU BE RESPONSIBLE FOR

Site Reliability Engineers (SREs) are responsible for keeping all user-facing services and other production systems running smoothly. SREs are a blend of pragmatic operators and software craftspeople that apply sound engineering principles, operational discipline, and mature automation to our environments and codebase. You will ensure that Acuant's services, both internally critical and customer-facing, meet or exceed user's expectations of reliability and uptime. You will work closely with our team to develop/deliver scalable solutions. You will also be working with Technical Architects, Product and Engineering Leaders to ensure stability and identify critical improvements.

Requirements:

- Run and stabilize Acuant's production services that support critical SaaS Infrastructure and services.
- Monitor, maintain and help scale services that are integrated into SaaS and Product platforms leveraging monitoring and observability systems.
- Manage end-to-end availability, performance of critical services and build automation to prevent problem recurrence.
- Add, tune and maintain alert configurations and documentation as needed.
- Design and build advanced automated operational and deployment frameworks alongside tooling and infrastructure to help engineering teams measure and increase their velocity.
- Cultivate full-team participation in high quality, thoughtful software.
- Participate in on-call/production support.

- Work cross-functionally with engineering teams to generate scalable solutions while operating within customer and regulatory expectations
- Work with engineering teams to better address needs and enable more effective and efficient developer throughput.
- Develop metrics and performance indicators to track operational, security, and infrastructure effectiveness drive improvements
- Participate in roadmap and sprint planning, execution, and retrospectives.

WHAT WE LOOK FOR

- 5+ years experience as an SRE
- You have experience engineering and supporting production services in a modern, containerized cloud environment
- Proficiency with one or more scripting languages such as Javascript, Python, Ruby and/or Perl
- Experience administering DC/OS or Kubernetes based microservices, web servers (nginx), and databases (MySQL, Postgres, MongoDB ; Desirable - Redis, Cassandra)
- Experience architecting high scalability/availability systems and running them at scale within AWS
- Possess excellent analytical skills, technical aptitude and a proven ability to consistently solve complex problems
- Have an ability to engage effectively with business and technical teams
- Strong interpersonal skills as well as strong problem-solving and analytical skills
- Maintain code quality across multiple environments
- Strong experience with AWS technologies such as EKS, ELB, RDS, S3/EBS/Glacier and VPC
- Proficiency with Docker containerization and administration.
- Proficiency with Linux systems and administration
- Experience with Terraform
- Strong understanding of networking, routing, and security concepts
- Experience deploying and administering integrated relational and non-relational database components within a production ecosystem
- Proficiency in writing build and deployment automations
- Proficient with monitoring tools and concepts
- Experience with development tools such as Git
- Experience with continuous integration frameworks such as Jenkins

Technologies You'll Use:

DC/OS, Kubernetes, Nginx, AWS, HybridCloud, Jenkins, Git, Docker, Kafka, Prometheus, Kibana,



Elasticsearch, Grafana, Postgres

HOW WE VALUE OUR EMPLOYEES

- You will always be heard, decisions are collaborative
- Competitive compensation
- Challenging and rewarding work
- Generous benefits package
- Work with an incredible team of smart and mission-driven people