Overview: Site Reliability Engineer

Command Zero is looking to revolutionize the way in which organizations conduct cyber investigations. The founders have been a part of 6 successful cybersecurity acquisitions to date including exits to Symantec, McAfee, Sourcefire and Cisco. Backed by leading tier-1 VCs, and dozens of cyber executives and thought leaders, Command Zero is currently in stealth mode.

Our team is predominantly remote, distributed across North America. This environment necessitates strong communication skills, sociability, and pride in carrying out duties and responsibilities, holding ourselves to a high standard. We foster a culture of mutual respect and inclusion. If you enjoy working with a group of creative, talented, and enthusiastic teammates to solve challenging problems, while having a real impact on the security of organizations worldwide, then this is place for you.

This position is based in Calgary, Alberta, Canada and is a hybrid role with time spent at home and in an office.

We are looking for Site Reliability Engineers (SRE) with recent, deep experience in DevOps practices including Infrastructure as Code and configuration management. As an SRE, you will:

What you'll do:

- Improve and/or create documentation and runbooks.
- Work closely with the development and engineering teams to automate build, installation, monitoring and management of the Command Zero platform.
- Participate in an on-call rotation, refining the process as required.
- Provide product engineering feedback on features & functions based on your field experience.
- Work closely with Customer Support to handle escalations requiring engineering support   and then help improve the product to prevent those issues from repeating.

Who you are:

- Self-motivated and seeking challenges.
- Comfortable working in an early stage, fast moving, startup.
- Excited about investigating new design trends, techniques, and technologies and using them to keep products on the leading edge.
- Passionate about solving complex problems in cloud environments.
- Works well with other talented members of the team.
- Able to work with deadlines and milestones.
- Independent and able to deliver on multiple, concurrent goals with minimal oversight.

- Ability to work in an unstructured environment (flexible and willing to adapt with the needs of an early-stage product and team)

Requirements:

- Five + years industry experience
- Configuration management (e.g. Nix, Salt, Ansible, Chef, Puppet)
- Terraform
- Cloud hosting providers (AWS, Azure, Google)
- Linux system administration experience
- A solid understanding of software engineering best practices
- Familiarity with DevOps practices.
- Experience with resource optimization techniques.
- Experience in supporting and debugging complex distributed/clustered software
- Excellent troubleshooting, debugging skills
- Experienced in cluster design and maintenance -- not just in theory, but in practice.
- Excellent written and verbal skills when communicating with design partners and customers
- Ability to work with distributed teams in a dynamic, iterative development process

Nice to have:

- Programming knowledge/experience with Go
- Databases, inverted indexes, message queuing (Elasticsearch, Kafka, etc.)

Preferred:

- Bachelor's Degree in related field
- Familiarity with the security industry is desirable but not required
- Travel for team offsites and engineering related meetings