Junior DevSecOps Engineer
Alternative name: DevOps Engineer, Platform Engineer

Role Summary

As part of your day-to-day responsibilities, you will be assigned to join and deliver several projects at the simultaneous time to solve customers' business needs and/or technical issues until satisfying are the agreed customer need. You will be responsible for individual tasks assigned by senior engineers and be guided by upper skilled-person who have more experience in the domain you are working on.

You will be mainly responsible for

1. Utilizing a coding skill to
    - Develop a Dockerfile to modernize an application.
    - Develop a pipeline-as-code to create CI/CD pipeline.
    - Develop an infrastructure-as-code to provision infrastructure.
2. Implementing a complete end-to-end DevSecOps platform or only some part of the platform to satisfy customer needs.
3. Implementing container-based technology platforms, including both on-premise and cloud environments.
4. Implementing on-premise and public cloud infrastructure to support on-going modern applications
5. Troubleshoot and resolve an incident or technical issue to continue the operation of the solution delivered.

Qualifications

1. Required expertise in the following domains at least 1 domain
    - **Development:** infrastructure-as-code, pipeline-as-code, bash or shell scripting to automate the automation job
    - **Security:** Cloud-native application security, cloud workload security, cloud security, vulnerability assessment and management, and system hardening
    - **DevSecOps Platform:** Software version control, package repository, CI/CD tools, functional and non-functional testing tools
    - **Observability platform:** Centralize log, tracing, monitoring, and alerting for both applications and infrastructure.
    - **Infrastructure Building:** Container and Kubernetes cluster, Hybrid-Multi-cloud infrastructure
2. Preferred at least 1 year of direct experience in the expertise domain.
3. Have fundamental knowledge and basic skills in the following domains
    - DevOps and DevSecOps
    - Agile in software development life cycle
    - Network fundamentals (TCP/IP, OSI)
    - Security fundamentals
    - Linux Administration
    - Programming language(s) additional to bash (Python, Go, NodeJS, etc.)
4. Able to read, write, and listen in English at the working proficiency level.
5. Able to work and complete an assigned task independently and also work effectively as part of a team.

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Junior DevSecOps Engineer Helpdesk
Alternative names: DevOps Engineer Helpdesk, Platform Engineer Helpdesk

Role Summary:

As a Junior DevSecOps Engineer Helpdesk, you will be the frontline technical support for our customers, working tirelessly to resolve their DevSecOps-related issues and inquiries. You will leverage your coding skills and understanding of DevSecOps principles to troubleshoot problems, automate tasks, and contribute to the smooth operation of our DevSecOps platform. This role combines the technical expertise of a DevSecOps Engineer with the customer service focus of a Helpdesk role.

Responsibilities:

Respond to customer inquiries and troubleshoot DevSecOps-related issues in a timely and efficient manner. This may involve diagnosing problems, researching solutions, and providing clear instructions to customers.
Utilize your coding skills to:

- Develop and automate tasks using infrastructure-as-code (IaC), pipeline-as-code (PaC), and bash scripting.
- Create and maintain CI/CD pipelines to automate the software development and deployment process.
- Provision infrastructure using IaC tools to support cloud and on-premise environments.
- Implement DevSecOps best practices to ensure the security and stability of our platform, including vulnerability management, system hardening, and containerization technologies.
- Monitor and troubleshoot incidents related to the DevSecOps platform and applications, ensuring smooth operation and resolving issues promptly.
- Document solutions and maintain knowledge base articles to assist future customers and team members.
- Collaborate with other engineers and IT staff to escalate complex issues and achieve optimal solutions.

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Qualifications:

Required: Expertise in at least one DevSecOps domain:

- Development: IaC, PaC, bash scripting.
- Security: Cloud security, vulnerability management, system hardening.
- DevSecOps Platform: Version control, package repository, CI/CD tools, testing tools.
- Observability platform: Log management, tracing, monitoring, alerting.
- Infrastructure Building: Containers, Kubernetes, cloud infrastructure.
- Working proficiency in English (reading, writing, listening).
- Ability to work independently and as part of a team.

Preferred:

- Experience in a Helpdesk or similar customer service role.
- Fundamental knowledge of DevOps and DevSecOps principles.
- Understanding of Agile methodologies in software development.
- Network and security fundamentals (TCP/IP, OSI, cloud security).
- Linux administration skills.
- Experience with programming languages such as Python, Go, or NodeJS.

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