United Kingdom Jobs Expertini®

Cloud Engineer

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Company: Feefo Holdings Ltd

Location: United Kingdom

Category: computer-and-mathematical

Feefo helps both consumers and businesses make the right decisions.

Founded in 2010, Feefo works with 6,000+ brands worldwide to collect reliable and constructive reviews they can learn from and display. We invite confirmed customers to leave feedback, which results in reliable, fake-free reviews, so consumers can learn how people like them feel about different products and services. And companies can discover what they're doing right, and where they can improve. This allows Feefo's clients to create transparent, trusted relationships and deliver exceptional services that their customers can depend on - every time.

We're a team of technology specialists, industry experts, and multi-lingual client services champions that operates across various sectors, including travel, retail, automotive, and finance. Feefo's bespoke artificial intelligence, business insight, review software and compliance solutions help increase client sales and reduce churn. As a Google Premier Partner, our clients can improve their search and paid conversion rates too.

We are proud to work with companies, large and small, from household names to local heroes.

To learn more visit: , , and .

About the role – Cloud Engineer

Feefo's reviews platform runs entirely on cutting edge cloud based infrastructure and services. You will work as part of a small team responsible for ensuring that infrastructure is performant, scalable, secure and resilient, while identifying areas for improvement, proposing approaches to implementing those improvements and the impact of those changes. Your day-to-day work will be a mixture of interrupt driven work, providing advice and

assistance to the product & software engineering teams, identifying, diagnosing and resolving issues within the Feefo cloud platform as well as working on longer-term projects to improve the Feefo cloud infrastructure. The technologies you will work with include most of Google Cloud's product & service suite, including Kubernetes clusters, microservices, monitoring and alerting solutions, databases (Firestore, BigQuery, AlloyDB), Vertex AI, IP networking and associated concepts (e.g. load-balancing, routing) and Linux-based virtual machines. You'll also work with Helm Charts, Terraform and git for infrastructure management. You will report to the Head of Cloud DevOps, but will be expected to work closely with other departments within Feefo, particularly the product delivery teams consisting of product managers and software developers who implement new functionality to the Feefo application -- ensuring that the cloud architecture to support the new functionality is best in class.

Responsibilities

On-going support of the existing cloud based infrastructure.

Participate in the design and build of a complex cloud based infrastructure running a high-volume SaaS platform.

Identify, develop and implement tooling solutions to automate common tasks.

Work alongside the Feefo's scrum teams to participate in the planning of work within an agile development environment.

Testing, debugging and troubleshooting of platform level problems in our live and QA environments.

Work with developers to test, debug and troubleshoot application issues and problems.

Working with product teams to ensure services are appropriately configured for production release considering predicted load volumes, scalability, redundancy and security requirements.

Prioritise and deliver recommendations and improvements in response to incidents.

Any other project or task as business needs require.

Requirements

A degree in a technology related discipline, or previous equivalent commercial experience.

Fundamental knowledge and practical experience of working with Kubernetes, networking technologies, Linux based operating systems and database technologies.

A good understanding of concepts related to cloud platforms.

Proven ability to form effective working relationships with key stakeholders and colleagues.

Excellent oral communication and interpersonal skills with proven ability to explain technical issues to other technical disciplines and non-technical people.

Demonstrates good planning and organisational skills to prioritise deadlines and cope with fluctuations in workload.

A systematic and analytical approach to problem solving.

Demonstrates an ability to develop, implement and improve processes.

Accepting that this role may need periods of working out of hours to address critical issues or other work that is unable to be scheduled during normal working hours.

Benefits

Hybrid Working & Offices

Feefo offers a hybrid working pattern (Monday & Fridays at home, Tuesday - Thursday in office)

Offices in London, Petersfield, Boston and Melbourne

Lots of breakout space and common areas

A pool table tournament & footie team

Perks

As well as a comprehensive benefits offering, there's a whole suite of perks you can choose from on our benefits platform including health (e.g. free flu jabs and eye tests),

wellbeing, childcare and lifestyle options

Be a part of one of working groups including charities, CSR, wellbeing & mental health, socials and shape our programmes

You'll be working in a global, scale-up environment with a commitment and focus on celebrating our diverse and inclusive environment

Lots of room for career enhancement, development and progression

A committed and expert senior leadership team driving the growth of Feefo with new products and tech as force for good

Be a part of a 100% privately owned company – owned by Vespa Capital

Values

We are eliable We're experts in our field and demonstrate integrity in all that we do.

We arehonest We take ownership and hold ourselves accountable.

We are transparent We listen, share insights and take action following feedback. We support success and learn from our mistakes.

We areapproachable We're here for everyone. We embrace diversity and celebrate being different, creative and innovative.

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