

Changepoint is a leading provider of project and portfolio management, enterprise architecture and professional services management applications servicing a diverse global customer base. We help companies connect their strategic objectives with the execution of their business initiatives and technology projects. With more than 20 years of operating experience in our markets, our team includes 200+ employees operating in 7 countries. We have strong institutional backing by Marlin Equity Partners, a global investment firm with more than \$3 billion of capital under management.

OVERVIEW:

The system engineer position is on the operations team, focusing on the design, delivery and support of our Enterprise Architecture, Enterprise Portfolio and Strategic Portfolio offerings.

As a **System Engineer**, you will work closely with development, InfoSec and support teams to identify the operational needs to provide a killer experience for our customers. Changepoint is looking for engineers who want to turn strategies for system availability, performance, and capacity into designs and implementation of technical solutions. We are passionate about collaborating with team members to deliver agile, reliable, high-performance solutions.

RESPONSIBILITIES:

- Design, deploy, and maintain our production infrastructure hosted on AWS
- Analyze complex system behavior, performance, and application issues
- Analyze and plan capacity for our cloud services
- Apply modern engineering practices to drive down operational overhead through automation and system design
- Promote security excellence across a broad set of internal and external customers
- Define and create standard operating procedures for the operations team
- Ensure all infrastructure and application alerts are "actionable" alerts, and/or prevent alerts through self-healing automation
- Work closely with the development team, offering education and guidance on integration, operations, and monitoring across the suite
- Serve as the Tier 3 support escalation point, responsible for troubleshooting, as well as mentoring and coaching others
- Demonstrate complex troubleshooting skills, deep knowledge of the services running on the infrastructure, and work with engineers and vendors to resolve issues
- Live Site Management – as a System Engineer you will play a crucial role in a global team sustaining live sites 24/7 and gaining deep understanding of availability, performance, and security
- Automate processes
- Conduct periodic on-call duties

QUALIFICATIONS

- Proven technical troubleshooting and performance tuning experience
- Experience with distributed systems
- Strong written and oral communication skills required
- Ability to contribute to multiple projects/demands simultaneously

- Experience with configuring and securing mission-critical production servers
- Experience handling critical production incidents
- Expertise with CI\CD tools (TeamCity, GoCD, Bitbucket, Artifactory)
- Expertise with configuration management (Chef experience preferred)
- 3+ years of experience in supporting AWS-based production infrastructure
- 3+ years of experience with Apache, Tomcat and any other Java application servers and relational database servers like MySQL
- 3+ years of experience with Linux and Windows system administration
- Preferred 2+ years of software development experience or BS Degree in Computer Science

Engineering Values

Integrity: Be honest with your estimates. We're professionals who believe in communicating and driving to meet realistic estimates. Take risks, but also take responsibility. Technology doesn't stand still, neither should we. We take calculated risks and work hard to make them succeed.

Passion: Leave it better than you found it. We take pride in our craft and are always pragmatically chiseling out cleaner, simpler, and faster implementations in our code base. Be so good they can't ignore you. We believe "the highest good" for Changepoint and our engineers intersects at mastery.

Teamwork: Individuals and interactions over processes and tools. We know that frequent, clear, and honest communication across silos is key to rapidly delivering business value. Commitment to the team and its goals. We believe that a team is greater than the sum of its parts when every team member is committed to the team's goals.

Respect: Equally respect all team members and roles. We believe the best teams respect other's contributions and points of view as teams engaged in positive conflict are more productive. Engage with team members in a way that results in healthy, positive, meaningful outcomes. As engineers we know everything sits somewhere on the gradient of acceptability, but we also know we need to stay positive and celebrate our successes.

Location: Minneapolis, MN or Seattle, WA (remote during the Covid-19 Pandemic)

Reports to: Director, Dev Ops