

Job Title: Senior System Engineer

Reports To: System Manager

Hello! We are FrogAsia

Our vision is to see that everyone has access to quality education regardless of their location or background.

We do this by transforming learning spaces, empowering learners (*which includes educators*) with the knowledge and skills needed to be creative communicators, collaborators, and changemakers in their own communities and across the globe.

We believe that with the right character, creative spirit, and drive for excellence, lifelong learners can thrive.

Role Summary

This role is responsible for the successful operation and support of application environments worldwide. They are responsible for overseeing application policies and procedures to ensure the integrity and availability of customer facing applications.

Your responsibilities:

- Manage, maintain, monitor and optimize application and infrastructure systems worldwide including :
 - Large farms, Clustering, Load balancing, Network administration, High availability System Tuning, Shell Scripting, Virtualization, Security, Performance Monitoring, Troubleshooting, Add/Move/Delete and Maintenance activities.
- Initiating actions in case of non-conformity.
- Ensure 24x7 availability of production application systems.
- Work closely with our development & operations team and our customers to provide high quality delivery services.
- Perform routine audits of systems.
- Maintain & report system performance statistics.
- Monitor, optimize and allocate system resources required for our applications across diverse environments, design and implement test & proof-of-concept environments.
- Safeguard application information against accidental or unauthorized damage, modification or disclosure.
- Build and maintain redundant systems and procedures for high availability and disaster recovery.

- Implement and maintain change control and testing processes for application and infrastructure software modifications.
- Implement procedures for rolling out application and system releases, service packs and hotfixes.
- Assist in the design and implementation of new architecture components.
- Coach and train delivery team and other key stakeholders when necessary to help adopt new technologies & processes.
- Actively contribute to the knowledge sharing and documentation of the best practices.
- Define and direct elements of the roadmap based on department and company strategies.
- Mentorship of others in your team to achieve delivery objectives, support professional development and build sustainability within our ecosystem.

Requirements:

- Ability to create good working relationships across multiple teams.
- Experience with the DevOps practices and methodologies.
- Experience with PaaS and IaaS services from the major providers.
- Experience defining and managing end-to-end system requirements.
- Senior Linux Engineer with at least 4 years of experience and proven working experience in installing, configuring and troubleshooting UNIX/Linux based environments (RedHat/CentOS).
- Red Hat certification required.
- Experience in administering large Unix/Linux based environments.
- Advanced knowledge of one of the web server products - Nginx/Apache.
- Collaborating with other technical and non-technical team members.
- Ability to leverage Root Cause Analysis (RCA) process for technical problem solving.
- Experience deploying, maintaining and optimizing various virtualization and containerization platforms (e.g., VMware, RHEV, Docker, OpenVZ)
- Experience setting up and managing various disaster recovery solutions.
- Ability to design and implement secure backup strategies.
- Experience setting up and maintaining build & automation software (Jenkins, Ansible, Puppet).
- Advanced scripting skills (Bash, Python).
- Fundamental networking knowledge (OSI network layers, TCP/IP stack).
- Understanding of main clustering infrastructure design patterns and its differences (load balancing, active-passive, multi-active).
- Experience deploying and maintaining NFS/GlusterFS storage.
- The ability to deploy, configure, maintain, performance tune and optimise the following technology stacks:
 - SQL databases (MySQL, PostgreSQL).
 - NoSQL databases (MongoDB, DynamoDB, etc).
 - Redis, Memcached.

- The ability to deploy, configure, maintain, tune and optimise performance of the following technology stacks will be an advantage:
 - NodeJS applications server.
 - Kubernetes.
 - Red Hat OpenShift.

HEART Values

At FrogAsia, we are looking for people who want to do more than sell a product – people who believe in our vision to transform education and want to make a positive difference to the world. We expect everyone at FrogAsia to demonstrate our HEART values in everything they do.

<p>HEART Values</p>
<p>Here to make a difference Empowering someone is giving them the means to go forward and make a difference. Like pressing the play button of a life-changing movie, you are setting motion to greater potential. This is our approach to everything we do as individuals within a team, and together as a team making a difference for others.</p>
<p>Enjoy what you do and who you do it with We have accomplished so much together because we see ourselves as a ‘family’. We are proud of the role we play and we’ve got each other’s backs. There is a sense of joy in what we do, and in doing it together.</p>
<p>Act with integrity What is more important than getting things done is the attitude we have when doing those things. Living with honour and applying it to all we do, is the cornerstone of the future we’re building here. It is our true North in a sea of decision-making, and in treating others with dignity and respect</p>
<p>Reach for perfection Reaching for perfection takes passion and it takes perseverance. It is this pursuit that keeps us moving forward and we are ‘committed’ to seeing things through.</p>
<p>Think ahead and outside of the box We believe in being present while keeping sight on what’s ahead. We allow our sense of wonder and curiosity to lead our exploration of new possibilities and are always pushing the boundaries of what’s ordinary or expected.</p>