

Venue Reliability Engineer

Location: Pasadena, CA

Sure Secure Solutions is an award-winning SBA-certified woman-owned small business company. We work with the US federal government as well as with commercial customers. As a small business, we are recognized as industry leaders by our federal clients in providing talented and driven teams to multiple clientele across the US, including in Washington DC, Virginia, Maryland and California. Our core expertise lies in Cybersecurity, Cloud Architecture & Security, Cloud Chargeback/Allocation Models, Data Analytics, Portfolio Management, DevSecOps, Agile as well as Web Development.

Job Summary:

Sure Secure Solutions is looking for a **Venue Reliability Engineer (VRE)** to work on the Europa Clipper program for our customer. A Venue Reliability Engineer (VRE) is a multi-disciplined engineer that works closely with Ground Data Systems Subsystems and infrastructure team to ensure that the project GDS venue (environment) is operational and reliable. The Ground Data Systems (GDS) is the computing IT infrastructure and facilities required to operate the mission operations system (MOS). It includes the software, computing hardware, voice and data communications, information systems, and networking equipment needed to conduct these mission operations. The GDS comprises multiple subsystems. As the VRE, you will be a member of the project GDS team that focuses on the day-to-day operations of the venue.

Roles and Responsibilities:

- Understanding all the components, infrastructure (server, storage, power, network, etc.) and applications which makes up the environment (venue)
- Understanding and monitoring nominal data flow
- Understanding component dependencies and interdependencies
- Monitoring and ensuring that venues are operational and reliable as well as gather health and availability metrics
- Be the first and main POC on shift for vetting and resolving issues with GDS tools and services in a positive manner
- Be the person who reaches out to Tier 2 GDS subsystem subject matter expert (SME) for support as needed
- Automate routine procedures to streamline operations wherever possible
- Assist with the development and maintenance of software deployment using Puppet (aka infrastructure-as-code)
- Continue to enhance GDS monitoring capabilities to raise an alert when issues first arise to minimize impact.

Required Education and Experience:

- Programming background with working knowledge of language like Bourne, Csh, Python, Ruby, Java, Golang, C, or C++
- Experience with Unix operating system command line interface (CLI)

- Experience in areas of infrastructure such as computer servers (physical or virtual), storage or networking
- Experience working with deployment and orchestration technologies such as Puppet, Terraform, Packer, Jenkins or Kubernetes
- Experience with troubleshooting and diagnosing problem in areas of infrastructure or applications
- Superior interpersonal, verbal and written communication skills.
- Strong commitment to customer satisfaction with effective broad-based teamwork skills.
- Strong software development ability and proclivity (application design, coding, testing and debugging)
- Strong system's engineering background (network engineering, Unix systems administration, deployment engineering etc.)
- Production support experience (firefighting, interfacing w/ users & developers)
- Experience implementing monitoring and alerts
- Experience triaging service requests
- Must be able to work flexible hours as shifts can be after hour, on weekends or be on-call (stand by)
- Ability to independently follow and execute instructions provided
- Ability to independently learn new tools, technology quickly and strives for continuous improvement
- Ability to automate simple and/or repetitive tasks
- Keen interest in learning all aspects of information technology from unix systems, networking, storage to security.
- Strong software development ability and proclivity (application design, coding, testing and debugging)
- Strong system's engineering background (network engineering, Unix systems administration, deployment engineering etc.)
- Production support experience (firefighting, interfacing w/ users & developers)
- Experience implementing monitoring and alerts
- Experience triaging service requests
- Bachelor's degree in computer science, computer engineering, or related discipline with one year of related experience

Please Note:

- This role will need to support "shifts" and it could be 2nd, 3rd, or weekend, based on the needs of the project.
- When on shift, it is mostly user support, the candidate must be a people person as well as willing to come to office when needed.
- Candidates may need to travel to KSC in Florida for a few weeks at a time.

Sure Secure Solutions is an Equal Opportunity/Affirmative Action Employer, including Vets and Disabled. Employment contingent upon successful completion of a background investigation. At Sure Secure Solutions we have an enjoyable working environment, offering competitive benefit packages and surrounded with professionals who have the subject matter expertise to develop innovative, cutting-edge business solutions in an ever-evolving technology landscape. The benefits include Dental Insurance, Vision Insurance, Life insurance, Long and short-term disability, Paid time off, 401(k) Retirement plan. More specific information on benefits eligibility will be provided as part of the interview process.

This is a full-time on-site Role. A U.S. citizenship is required. All candidates must be able to pass a Public Trust Clearance (PTC) screening.