Senior DevOps and Security Engineer

WORK IN SILICON VALLEY AT A HEALTH TECH START UP!

Senior DevOps and Security Engineer

Senior DevOps Engineer: We are seeking candidates for this full-time position to join Glooko’s fast-growing Product organization. This role reports up to VP of Product Development.

About Glooko

There are over 380 million people in the world with diabetes and Glooko helps them, as well as their physicians and care team, manage the disease more easily and cost effectively. Glooko is the Unified Platform for Diabetes Management and provides an FDA cleared, HIPAA compliant Web and Mobile (iOS and Android) application for people with diabetes and the clinicians who treat them. The platform seamlessly unifies data from over 50 of the leading blood glucose meters, insulin pumps, continuous glucose monitors, activity trackers, and biometric devices to deliver insights that improve personal and clinical decision support.

Glooko’s mobile app and web dashboard enable patients to easily track and proactively manage all aspects of their diabetes care. Glooko’s Population Tracker and APIs offer diabetes-centric analytics and supply insightful reports, graphs and pattern-triggered notifications to patients, health systems, and payers. The Glooko platform also allows customers and third-party developers to create branded modules for Glooko users. Learn more at http://www.glooko.com, follow us at twitter.com/GlookoInc, and facebook.com/Glooko.

Launched in 2010, Glooko is funded and managed by visionary technologists and leaders in healthcare.

The Position

Join our Product Development team where you will work on new technologies and find ways to meet our customers’ needs and make it easy for them to do business with us. You will provide operational or technical support in the development, analysis, and maintenance of systems, software, processes, products and/or equipment.

- Responsible for application release management & configuration, upgrades/patches & support of Unix/Linux systems – applications on Ruby on Rails and Python in a SaaS environment.
- Identify, diagnose, and resolve complex technology issues efficiently in live production environment and drive to quick resolutions; leverage those events to improve current technology & processes towards prevention of such issues.
- Work closely with the Engineering team to escalate issues for triage and resolution.
• Routinely review tickets and diagnostics to identify trends and chronic issues.
• Hands-on implementation & upgrade of tools for monitoring, trending & diagnostics.
• Audit proactive monitoring of all systems to detect and resolve problems to ensure uninterrupted operation of all infrastructure systems.
• Update corresponding documentation on installation process & configurations.
• Be the technical expert on key operations and infrastructure projects to evaluate and improve the performance.
• Understand our products and usage workflows to effective analyze performance.
• Workload creation: Design workloads that are appropriate to measure the performance of the Infrastructure.
• Own the SLAs for the Glooko Cloud Platform and make sure we are complying.
• Assist with strategic initiatives around future security infrastructure and tools.
• Design, implement and manage security tools and systems to ensure effectiveness of controls.
• Perform security reviews of server / network / application and ensure compliance with security policies and best practices.
• Supports internal and external technology audit activities and coordinate audit finding remediation.
• Communicate effectively with team and clients on stages and project completion goals or dates.

What We Are Looking For

• Bachelor or Master Degree in Computer Science, Math, or Engineering
• 8+ years working experience in software development environment
• Minimum of 5 years working in a DevOps role.
• Linux environment experience is a MUST; SaaS environment experience is a strong plus.
• Strong technical systems & application operations/release management experience with a passion for troubleshooting and triage of incidents, bringing issues to rapid resolution.
• Extensive working knowledge of as many of following technologies and areas as possible:
  - Systems – Linux, Unix, Ruby on Rails, Python & open source software
  - Command over popular scripting languages to enable automation of release processes, monitoring, trending, alerting techniques – ideally a working knowledge of Python & Shell.
  - Automation using Chef/ Puppet/ Ansible in a cloud environment
  - Strong knowledge of and experience with SQL and No-SQL databases (Postgres and MongoDB experience preferred)
  - Good Networking fundamentals with Protocols, Load Balancers, VPN, switches/routers/firewalls, LDAP, SNMP, SMTP
  - Good understanding of file system Technologies –build and/or troubleshoot file system issues V
  - Virtualization/Cloud technologies – Strong working knowledge of AWS with a good understanding of AWS Services like EC2, S3, AIM, Redshift, API Gateway and Lambda Functions
  - Application Servers
    - Web servers/reverse proxies such as apache, nginx and haproxy
    - Web application frameworks such as node.js, Ruby on Rails, Python etc.
    - Monitoring, trending & diagnostics tools including Nagios, New Relic, etc.
    - Logging tools such as Papertrail, TreatStack, etc.
    - Using source code control systems such as svn and git (or similar)
    - Work/defect tracking systems such as JIRA
    - Wiki tools such as Confluence
    - Knowledge of the use and maintenance of continuous integration and continuous deployment systems.
  - Experience with Vulnerability and Malware Analysis (threat and attack analysis)
  - Experience with security tools (SIEM, IDS, firewalls, anti-virus, data loss prevention, etc.)
  - Working knowledge of SOX, SOC2, SSAE16/SAS70 and ISO
  - Experience working with security governance frameworks (NIST, ISO, HIPAA)
  - Exposure to Application Security Architectures such as OWASP, TOGAF, CWE/SANS
• Knowledge of Cloud Security Operations (SaaS, PaaS, IaaS), Mobile Architecture, Network and Application Security and/or Data Protection
• Ability to prioritize & balance activity between projects for longer-term impact – and – immediate production critical requirements with a customer focus.
• Must be a self-starter and require minimal guidance.
• Excellent oral and written communication skills essential.
• Experience working in an Agile/Scrum development environment is a plus
• Ability to work in a collaborative environment essential.
• Ability to take on-call rotation & co-ordinate work under production critical situations is essential.

Location
Mountain View, CA (downtown)

To Apply
Email us at jobs@glooko.com titled with your NAME + POSITION in the subject line.
Provide your resume and cover letter.

Tell us about you and why you’re interested in working with Glooko and the Health Tech industry.