

Site Reliability Engineering Lead

Do you want to lead a team of global high talent SRE's, building out and maintaining a platform that is changing the way the internet works? If so and you are up for this challenge roll up your sleeves and get involved!

Description

MATTR is a fast-moving organisation operating in a new market category of verifiable data and digital trust. We do this through SaaS platform offerings that provides enterprise grade decentralised identity capabilities that support the needs of traditional organisations and a new set of web3 companies designing ground up for a decentralised future.

We are on the lookout for people that are passionate about emerging technology and thrive in fast paced environments. By joining our team, you will be helping to develop a whole new category of tools that support the next generation of the internet – the web of trust.

The MATTR VII Platform is designed for global scale. As a Site Reliability Engineering Lead you will work alongside other SRE Leads and lead a global team to play a pivotal role supporting and maintaining our multi-region production and development environments. Your team will work closely with our engineering teams to build cloud services that are secure, reliable, scalable and observable, helping to establish MATTR as a leader in the world of digital trust.

You will be using cutting edge technologies to build and monitor cloud infrastructures, and work with our engineering teams to ensure that our services are appropriately instrumented to enable monitoring and debugging of APIs as required. The solutions you design, and build will support our production and non-production environments to be scalable, reliable, easy to debug and underpinned with an infrastructure as code first principle. MATTR products are used globally and the SRE function will be 24 x 7, on an on-call roster basis you and your team will proactively support and resolve any issues arising in our production environments.

You will be leading and working alongside a high-performing, global team of Site Reliability Engineers. MATTR embraces modern and agile leadership principles that empower you and your time to flourish.

At MATTR we are building the foundations of the digital identity ecosystem. The security, reliability, and integrity of the solutions that we build are of utmost importance to our customers. To us, and our Site Reliability Engineers provide thought leadership through building exceptional deployment and monitoring tooling as we build out our cutting-edge cloud services.

LOCATION – Auckland central business district with flexible working arrangements

What you will be doing

Hands on

- Designing, building, maintaining and supporting cloud infrastructures using Terraform to define our Infrastructure as Code in our AWS environments
- Collaborating with engineering teams to design and build highly automated cloud services that are reliable, scalable, and observable
- Proposing, designing, and implementing strategies to improve the security of our cloud systems
- Work with other SREs to identify components that can be shared across engineering teams to improve productivity, such as developer tooling, self-service, build automation, provisioning, logging, monitoring, alerting, incident processes, etc
- Produce clean, consistent and well-organised code to automate infrastructure, builds, deployments and configuration running on the production stack:
 - AWS or other established cloud provider
 - Redis and SQL, cloud storage
 - Elastic Search and Prometheus
 - Kubernetes, Docker
 - NodeJS
 - Terraform, Vault and Consul
 - Golang, Python
- Lead the way in how we design, manage and improve our infrastructure
- Install and configure services in our environments using SRE principles
- Work with the teams by running blameless post-mortems to identify and implement improvements to make our products more reliable
- Work in a “you build it you run it” environment where engineering teams build, deploy, monitor and support their components that they own
- Consult engineering teams in a true SRE way
- Define and implement ways that we measure service operations and support engineering teams to implement monitoring where relevant.
- Providing on-call support of our systems, responding to and resolving issues proactively and efficiently ensuring these issues are being fixed sustainably
- Working with the wider MATTR engineering team, you will be constantly improving our engineering processes, tools and standards
- Becoming a subject matter expert in our systems, and ensuring our solutions are delivering value to our consumers
- You will keep track of industry trends and contribute to our technical roadmap alongside other SRE Leads

Leadership

- Team development and leadership, spotting talent, developing skills, and exceptional work practises within a global team.

- Working closely alongside other SRE Leads to further develop and solidify a SRE culture and create new working models within the DevOps space
- Guide, coach and mentor team members with the ability to have honest and robust conversation during performance reviews
- Backlog management and determining work packets and organise work allocation and monitor progress using agile principles
- Setting up and maintaining the on-call roster for your team
- By example show the team how to be the best SRE practitioners
- Provide support for all staff in keeping with the MATTR values, policies and procedures
- Support audit and security compliance audits and activities
- support our platform in production as part of your team's on-call roster, responding to and resolving any customer issues that arise and be comfortable working with overseas Engineering teams in different time zones as MATTR scales globally

What are the skills and requirements needed?

You will

- Have at least 10 years of experience deploying, configuring, monitoring and supporting distributed production and non-production systems in cloud environments in AWS or other relevant cloud infrastructure and have a strong understanding of security, reliability, scalability and automated platform management topics
- Previous leadership experience (2yrs plus), leading technical teams of people
- Have an “automate everything” attitude
- Having strong knowledge in at least one (scripting) language
- Have expertise in cloud network architecture design and implementation
- Have experience with security and audit requirements and solutions as relate to non-production and production environments
- Have significant experience with managing applications running on Kubernetes clusters using Linux
- Experience with Terraform, Vault, Prometheus, EKS and a wide range of cloud first tools
- Experienced working in teams that have production infrastructure defined in code using automation, continuous integration, continuous delivery to manage your environments
- Experience with GitHub actions, helm & Flux
- Identifying manual tasks and designing automated tooling solutions to expedite their execution
- Have excellent communications and written skills, and must be able to talk about technology intelligently and passionately to all levels of an organisation including developers, architects and senior management (technical and non-technical)
- Enjoy working in open source / developer communities
- Have strong organisational skills, and enjoy a dynamic and agile working environment

Personal and work ethics

- You are a self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company.
- You are a team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference - but won't trip over their ego when they turn around!

Advantageous

- Awareness of Self-Sovereign-Identity, Decentralized Identifiers and the Web of Trust ecosystem
- Understanding of Oauth2, OpenID Connect and other established authentication and identity management protocols
- Experience building SaaS services & products and promoting them to grassroots developers as well as large enterprises
- You have experience managing a global team

What's in it for you?

The chance to be part of MATTR, to be surrounded by like-minded peers with no ego's, an attractive salary and flexible working arrangements, and a company that lives and breathes its values every day.



PURSUE BETTER



MAKE IT YOURS



LIFT OTHERS



CHECK YOUR EGO

Sounds like you? We would love to hear from you!

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.