**About Poq**

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content to their customers.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Holland & Barrett, Belk, PLT, the Cotton On Group and FeelUnique.

Founded in 2011, the company has offices in London and New York. It is Venture Capital backed having raised £16.5 million with the most recent round led by Smedvig, with participation again from previous backers Beringea and Meyer Bergman.

**About the role - DevOps Engineer**

You will work collaboratively with Backend Engineers to deploy, operate and optimise our systems and infrastructure. You will help automate and streamline operations and processes, build and maintain tools for deployment, monitoring and operations, as well as troubleshoot and resolve issues in our UAT, Staging and Production environments.

**What you’ll be doing - Responsibilities:**

* Ensure SLA targets and commitments for availability, performance, security, and responsiveness are met
* Manage and optimise hosting infrastructure and tooling, including App Service Plans, Function Apps, Storage, Redis Caching, SQL/NoSQL databases, networking, Azure DevOps, Jira/Confluence, Firebase
* Proactively manage and optimise costs by reviewing policies, reports, utilisation
* Operate our Continuous Delivery functions, configuration management, release pipelines etc.
* Release and operate back-end APIs and associated services
* Monitor, and resolve incidents if/when they occur in accordance with our standard Incident Management process
* Actively follow, assess and implement emerging technologies and services that will provide greater efficiencies or competitive advantage
* Available out-of-hours and participate in an on-call rotation as required
* Implement new features and architectures and optimise existing ones in order to reduce cost, and improve security, visibility, management and developer productivity
* Proactively monitor and analyse usage in order to provision and scale resources ahead of client demand
* Progress work in a transparent and timely fashion through standard management tools like Jira
* Drive improvement across the hosting platform by proposing and implementing better patterns and tools for:  observability, logging, infrastructure automation, monitoring, failover and test automation

**Experience:**

Strongly desired:

* Azure, Azure DevOps
* Being a good troubleshooter. Ability to analyse and resolve complex infrastructure resource and application issues
* Strong motivation to move in k8s/AKS and containers direction. Existing experience will be a plus
* Developer background, server applications, in any language
* Experience with scripting languages, e.g. bash, Powershell

Beneficial:

* Experience with Infrastructure as Code, preferably Terraform
* Experience operating back end systems and applications
* Experience with system monitoring tools (e.g. Application Insights, Nagios, Splunk)
* Experience with other languages (e.g. Go) or motivation to learn them will be a plus
* Familiarity with ASP.NET will be helpful

We love spending time together as a team, [check us out on Instagram](https://workable.com/nr?l=https%3A%2F%2Fwww.instagram.com%2Fpoqcommerce%2F). You can see [more about our team here](https://workable.com/nr?l=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fpoqcommerce).

**How to apply**

If you’re excited about joining the team at Poq, the opportunity and resonate with our Values, then we’d love to hear from you.  Please email your CV to [recruitment@poqcommerce.com](mailto:recruitment@poqcommerce.com)

**GDPR Compliance at Poq**

Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.

**Poq Values & Behaviours**

Our culture is the way we do things at Poq & our Values are the DNA of our business:

Deliberate

* We move forward constructively with integrity and purpose
* We bring the best version of ourselves every day
* We are experts and innovators at the top of our game

Enterprising

* We are ambitious, resilient and passionate about what we do
* We are creative thinkers, problem solvers, decision makers
* We do great work and get things done together

Honourable

* We take ownership and hold ourselves accountable
* Take pride in our product, our work and each other
* We are honest, decent and do the right thing

Open

* We are open to ideas, learning and evolving
* We work together as one team
* We celebrate and embrace our diversity