

DevOps | Cloud Operations Engineer

Full-time | London

Are you experienced with the operations of modern SaaS solutions? Luware Nimbus is our brand-new customer service solution for Microsoft Teams, based on .NET Core, Docker, Kubernetes and Raven DB (NoSQL), running on Azure. We are looking for an experienced DevOps Engineer to ensure the smooth operation of our service at corporate and enterprise customers around the world. You work in a fast-paced, demanding environment with an international, close-knit team and a unique company culture. We are looking forward to getting to know you!

Your responsibilities

You will be responsible for the cloud operations of our brand-new, fast-evolving SaaS solutions, ensuring that they are up to date and running smoothly around the world.

- Deploying, configuring and maintaining our SaaS solution [Luware Nimbus](#) on Microsoft Azure
- Ensuring systems' availability and performance according to the Service Level Agreements (SLA)
- Continuous improvement and maintenance of third-party, cloud-based monitoring (Grafana, Jaeger, Kiali, Prometheus)
- Providing support for our production environments running on Azure and other key stack components
- Standby duty support
- Aligning the software delivery pipelines in collaboration with product development teams

Your benefits with Luware

With our SaaS solutions, we are right on the pulse of time, enabling remote workplace scenarios with minimal IT infrastructure. Besides modern solutions, Luware offers challenging work, supportive colleagues, a lot of freedom and a unique company culture.

- Modern software solutions based on state-of-the-art technologies
- Rapidly growing market
- A diverse, highly motivated team of high-level specialists
- Versatile development opportunities
- Chance to take part in the whole development process
- [Unique spirit](#) – collegial, supportive corporate culture
- Contribute your ideas and experiences
- Short decision paths and a lot of freedom

We are looking for doers

Do you proactively tackle challenges, rethink and optimize processes and feel comfortable in a fast-paced, demanding environment? We are looking for an experienced DevOps engineer who wants to take ownership.

- Higher education in Computer Science or similar
- 3+ years of experience in systems engineering/production operations with focus on automation and Microsoft Azure
- Experience with Microsoft Azure services in production environments
- Excellent troubleshooting skills, preferably in large environments
- Track record of using automation tools to build scalable infrastructure
- Understanding of virtualization, containerization and auto-scaling
- Expertise in GIT, Continuous Integration/Delivery integration tool chains, building fault-tolerant solutions and fully automated systems
- Experience in hardening of modern operating systems, web and application servers, databases and proxies
- Being up to date on applied technologies
- Taking ownership and responsibility for his/her own work

About us

Luware is a leading provider for customer service [solutions](#) that are seamlessly integrated into Microsoft Teams and Skype for Business. 100,000 users at over 280 [customers](#) benefit from Luware's solutions every day – among them AGC, Credit Suisse, ERGO, Kuka, Konika Minolta, Medical, Planzer, SAP, Swissbankers, Synamedia, UBS and Würth. The backbone of the modern software and close customer relationships are 100 Luwarians in Switzerland, the UK, Germany, Belarus and the USA with a passion for simple software and high service quality. [Mimacom-Flowable](#) holds the majority stake in Luware; operational management of Luware is performed by our founders Philipp Beck and Michael Jakob. Driven by customers' needs and in close partnership with Microsoft, Luware has been developing customer service software for UC platforms for over 10 years.

May we get to know you?

Send us your application using our job portal.

We are looking forward to getting to know you!

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