

Job Description – Bigupdata DevOps Engineer

Our company provides an industry leading product data solution for some of the biggest names in Mobile Phone retail. We have a small, relatively young and tight-knit team in Oxford who enjoy coffee, cake and lunches out together.

We are seeking DevOps engineers to support the business' new customer on-boarding processes, responding to technical failures or issues with inbound data, investigating and recommending automation and efficiency improvements and maintaining technical solutions.

A typical day might look like this:

- **Morning:**
 - Brief stand-up meeting with our Account Manager, highlighting the highest priority issues this morning.
 - An hour or two spent working through a data flow issue using SQL queries to query the data at different steps of our process, checking incoming and outgoing data which could be in JSON, XML or CSV format – looking for possible problems with the data, as well as problems with our configuration.
 - You identify the issue and propose a solution which is then signed off by our Data Quality Lead and the DevOps Supervisor
 - You spend an hour or so applying the new solution, testing it works and performing any QA steps required. You then feed back to our Account Manager who confirms with the customer that the issue is resolved.
 - You spend some time training on some aspect of SQL that you're interested in, making use of our online training portal.
- **Afternoon:**
 - There are a couple of jobs highlighted as high priority in our issue management system, Youtrack.
 - The first job is to build a scraper for a new website and produce some sample data for the BI team to assess and sign off. It's a relatively simple site, so takes a couple of hours. You choose to build the scraper using one of the available GUI toolkits, but equally could have decided it would have been better built in code using Powershell and Selenium. It will take the BI team a while to go through the sample, so you move onto the next job.
 - The second job is to onboard a new customer requirement in the form of a Google Shopping data feed. We have a number of existing Google Shopping templates available, but the customer has some specific requirements for the 'shape' of the data being provided. You spend some time building an SQL view that will shape the data according to the customer's requirements, implement the solution, and then wait for it to be exported by our system for final evaluation and communication to the customer.

- While you wait for the system to generate your new output, the BI team have got back to you confirming that the scraper you produced earlier works as expected. As a result, it now needs to be integrated into our data pickup processes and then handed over to the Product Catalogue team who will deal with importing and processing the data. Integration of the feed involves some SQL and configuration work and takes you around an hour.

Responsibilities include:

- Feeding into the dev process: testing new software, aiding in its deployment, translating user requirements or concerns into actionable technical feedback for developers.
- Responding to problems reported by customers or Operations colleagues, where the resolution would require adjustments to SQL, customer configuration or web scraping.
- Taking an active role in any current projects, for which ad-hoc technical changes might be required, bypassing (but supported by) the development team.
- Building and maintaining web scrapes using the most appropriate tech for the task at hand.
- Recommending changes to web scraping methodologies or suppliers as required to support the business' growth.
- Working closely with the wider operations team, and the development team to refine our operational processes over time.
- Supporting ad-hoc requirements for our web properties with a focus on HTML/CSS/Javascript, and the opportunity to work on C# and Powershell projects.

Key skills and experience:

- Diligence and attention to detail
- Comfortable in a reactive environment
- Punctual, reliable and able to work to deadlines
- Degree-Level or equivalent education. A-Level (or equivalent) considered.
- Previous experience of creating web pages, writing HTML (could be amateur experience)
- Previous experience working with one or more of the following: T-SQL, CSS, HTML, Javascript, C#, PHP, Scripting languages like Python, Bash, etc.

Desirable:

- Previous experience of SQL/T-SQL
- Previous work with HTML scraping tools and approaches
- Previous systems administration experience
- An understanding of basic marketing principles

Job Type: Permanent

Working hours: 8.30am – 5.30pm Monday-Friday

Holiday: 25 days per year + bank holidays

Benefits: Dedicated hours per month available on request to study qualifications relevant to the business' activities, signed up to the government 'workplace pensions' scheme.