

DevOps Engineer

We're looking for a DevOps Engineer to join our united, dedicated, and enthusiastic team at LINK Mobility, Europe's leading provider of mobile messaging.

At LINK, we connect businesses to customers through our communications products and services that drive engagement and satisfaction during each stage of the customer journey.

You're probably already familiar with us: we're behind the messages you receive via SMS, WhatsApp, email, or even to check-in for your upcoming flight, receive delivery notifications, cash in a mobile coupon to your favorite store, and so much more.

It's an exciting time to join LINK as we develop our award-winning communications platform as a service (CPaaS) offerings in this rapidly advancing tech industry.

POSITION OVERVIEW

The Senior DevOps Engineer actively contributes to the establishment of DevOps practices within the company, following the path set and agreed upon within the DevOps team. He / She participates in the design, build, and operational management of highly secure and scalable systems and works to guarantee the reduction or removal of bottlenecks and inefficiencies.

As a member of the DevOps team, part of Engineering, the DevOps Engineer will have to tightly collaborate and actively communicate with both team members and stakeholders from other teams.

YOU'LL BE RESPONSIBLE FOR

- Take on **Site Reliability Engineering (SRE) responsibilities within the DevOps team**, focusing on system reliability, performance, and uptime across **QA, Staging, and Production environments**.
- Provide **operational support and issue resolution** for environment stability, deployments, and incident management, ensuring smooth delivery and minimal downtime.
- Work with the other DevOps team members and the Head of the DevOps team to promote DevOps principles throughout the company by integrating the necessary tools in already existing or completely new build and deployment processes.
- Actively interact with product owners, QA engineers, developers and all other relevant stakeholders within the company to assist in delivering items from the technical roadmaps for each product line.
- Ensure industry best practices are being adopted in terms of infrastructure architecture, continuous delivery and integration, deployment, security, 3rd level support, and test automation.
- Assist in taking team ownership of all infrastructure and delivery/deployment operations and ensure that all work meets technology strategy and commercial objectives, is delivered on time, and to the quality standards agreed.
- Work with the Operations teams to gather requirements for running systems in production from them.
- Evaluate current technology utilized within the team and the company and propose ideas for improvement.
- Participate in automating all kinds of processes wherever that is possible and justified.
- Implement procedures for system monitoring, troubleshooting and maintenance.
- Manage and execute software releases across QA, Staging, and Production environments, collaborating with Development, QA, and IT teams to ensure smooth, predictable deployments.
- Troubleshoot and resolve deployment issues during release cycles, minimizing downtime and ensuring successful delivery.
- Support the automation of repetitive release tasks to improve efficiency, consistency, and reliability of deployments.

WE HOPE YOU HAVE

- 5+ years of professional experience as a system administrator, infrastructure engineer or

DevOps engineer.

- Hands-on experience with production-ready Kubernetes clusters.
- Good knowledge of Infrastructure as Code tools such as Terraform and Ansible.
- Experience with on-prem systems and virtualization technologies.
- Good knowledge and experience with CI/CD systems such as Jenkins and Azure DevOps.
- Very good knowledge of Linux-based infrastructure.
- Understanding of relational (MySQL, PostgreSQL) and non-relational (MongoDB) databases
- Knowledge and hands-on experience with a public cloud provider such as Azure or Google.
- Understanding of best practices regarding system and software security.
- Experience in the process of developing and deploying software applications for a big company.
- Experience working with teams from different departments and/or countries to facilitate the orderly execution of tasks.
- Experience with multi-region distributed deployments and service resiliency
- BS/MS degree in computer science, software engineering, or equivalent with programming experience
- Fluency in English and Bulgarian

NICE TO HAVE

- Extensive knowledge of computer networks.
- Experience with application software such as Elastic, Redis, Kafka and Clickhouse.
- Experienced in monitoring and observability using Prometheus, Thanos, and Grafana.

OUR IDEAL MATCH IS

- Self-motivated and driven with strong analytical and problem-solving skills
- Business-oriented with the ability to understand the value chain and business model of the customers
- Good communication & collaboration skills, and readiness to work in multicultural environment
- Positive attitude and a constructive mindset

WE CAN OFFER YOU

- A dynamic, international work environment
- Growth opportunities supporting personal and professional development
- Medical insurance
- Food vouchers
- Hybrid work plan with home office/distant working
- Annual bonus eligibility based on achieved targets
- Eligibility to enroll in LINK's employee share purchase program, which provides a 20% discount on company stock purchased by permanent employees

**All benefits are subject to local terms and regulations and may be changed during the employment*

LOCATION: Sofia, Bulgaria

Apply as soon as possible. Applications are evaluated on an ongoing basis.

LINK Mobility is publicly listed on the Oslo Stock Exchange with offices in 18 countries throughout Europe. We continue to experience strong organic growth and recurring revenue as businesses move more activities onto mobile platforms. In 2023, LINK Mobility had a total turnover of 6.3 billion NOK.

Every employee is an important member of LINK Mobility. We do not tolerate discrimination of any kind – whether active or passive – based on ethnicity, national origin, religion, disability, gender, sexual orientation, marital or parental status, union membership, political views, age, or any other characteristic that results in compromising the principle of equality. LINK regards diversity as a lever for innovation and profitability.