

Site Reliability Engineer 4

Headquartered in Colorado Springs, Colorado, Focus on the Family has nearly 600 employees who work to achieve the mission of enriching the lives of families, engaging the culture, advocating for life and spreading the Gospel of Jesus Christ. The work is meaningful, the culture is rewarding, and the purpose is eternal.

The Site Reliability Engineer 4 position exists to support ministry objectives by designing, implementing, upgrading, and supporting secure, reliable, and scalable applications. Position responsibilities include the availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning of ministry applications. The outcome will be applications, systems and processes that are more consistent, automated, reliable, and observable.

Essential Duties/Responsibilities:

All Site Reliability Engineers are responsible for performing the listed core responsibilities. The Site Reliability Engineer 4 is expected to have an advanced understanding of and ability to perform those responsibilities. Additionally, the Site Reliability Engineer 4 may act in a time-limited Architecture Coach role, as either primary or secondary.

Core Responsibilities:

- Works on one or more products or projects as an Agile team member
- Designs, builds, and maintains core infrastructure pieces that allow ministry applications to scale as needed
- Maintains logging and storage infrastructure
- Improves monitoring and alerting processes to alert on application symptoms rather than outages
- Improves deployment processes to make deployments non-events – including reversion to the previous release, if needed
- Requires knowledge and understanding of network theory, such as different protocols (TCP/IP, UDP, ICMP, etc.), MAC addresses, IP packets, DNS, OSI layers, and load balancing
- Loads balance applications for optimal performance
- Implements and manages clusters for high availability
- Documents everything so that observations turn into repeatable actions and ultimately into automated processes
- Scripts and/or codes automated processes that minimize manual interventions

- Collaborates closely with development teams to implement and enhance CI/CD release processes for both ministry and vendor code pipelines
- Engages in service capacity planning and demand forecasting, performance analysis and system tuning
- Develops a deep understanding of ministry websites and applications, including their functionality, architecture, environments, and integrations
- Documents and understands the end-to-end implementation, configuration, dependencies, and overall behavioral characteristics of applications and services
- Participates in an on-call rotation, providing support for Cloud and On-Premise applications and environments. Implements and reinforces IT Security policies and secure practices in all aspects of DevSecOps
- Maintains vendor relationships through regular communication and updates. Partners with vendors to troubleshoot and identify causes of reported issues and to implement bug fixes or system upgrades
- Expands knowledge of evolving, innovative technologies and assist with recommendations for implementation and adaptation of new technologies
- Mentors other Site Reliability Engineers and team members as appropriate
- Assists the Director with hiring, including phone screens, interviews, and the creation and proctoring of tests
- Provides Site Reliability Engineering leadership to Agile teams, including coordinating and leading appropriate Communities of Practice
- May be part of the department leadership team, providing specialized feedback, advice, insight, and guidance to the Director as appropriate
- May provide advice to and educate internal clients regarding site reliability and DevSecOps processes and concepts

Architecture Coach Role:

- Collaboratively participates in and champions the direction, creation, maintenance, implementation and communication of the ministry's software applications, systems and process architecture and related standards
- Collaboratively works with team members in an architectural role to recommend architectural standards

- Consults and collaboratively works with one's team and other teams on the application of architectural standards for specific projects or products
- Provides input for tool selection and standards to leadership to help inform the overall technology architecture
- As a servant leader, trains and coaches team members on ministry application and systems architecture standards. Trains and coaches others to be able to step into an architectural role

Other Duties/Responsibilities:

- Be a first responder on-call to provide after-hours and weekend support when necessary
- Participates in on-going training activities
- Perform other duties as assigned

Working Environment/Physical Requirements:

- On-campus (non-remote) office environment
Frequent sitting and computer use
Occasional travel, domestic or international

JOB QUALIFICATIONS/REQUIREMENTS

Character/Spiritual:

- Exemplifies Ephesians 5:1-2, "Therefore be imitators of God as dear children and walk in love, as Christ also has loved us and given Himself for us..."
- Pursues the Great Commission given by Jesus Christ in Matthew 28:19-20, "Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you; and lo, I am with you always, even to the end of the age."
- Is a consistent witness for Jesus Christ; maintains a courteous, Christ-like attitude in dealing with people within and outside of Focus; adheres to the [Standard of Moral Conduct](#) and [Statement of Faith](#); upholds Focus on the Family's ministry in prayer
- Prays personally for Focus on the Family's staff and constituents and may occasionally lead in a public prayer
- Engages in Christian ministry
- Demonstrates behaviors aligned with [FOF core values](#)

Personal Characteristics:

- Lives with integrity derived from Biblical values and demonstrates standards of conduct that meet or exceed company and/or legal requirements
- Thrives in a team environment: team player; trustworthy; reliable; results-oriented; self-motivated; driven and committed. Positive and encouraging attitude; confident without having an ego
- Coachable; able to redirect work priorities and assignments as needed; Constituent and Stakeholder-service oriented
- Embodies honesty, forthrightness, and openness; Creative thinker and effective problem-solver
- Treats other with dignity, respect, and graciousness; Maintains a cool and calm demeanor under pressure
- Avoids groupthink: Courage to assertively present alternatives in a spirit of mutual respect; humility when their ideas are not accepted
- Approaches processes and tools with an eye for adding value and eliminating waste (Lean-thinking)
- Lifetime learner with a burning desire to continually be stretched and improve
- Flexible thinker with ability to adapt to and learn various solutions, frameworks, processes, and systems, using whichever works best while meeting both client and ministry needs
- A servant-leader who seeks to empower others

Knowledge/Experience:

- Bachelor's Degree in Computer Science, Management Information Systems, related field, or equivalent experience
- 7-10 or more years of experience building and maintaining multiple enterprise level website and application environments, as well as maintaining, configuring, logging, auditing, monitoring, and alerting on enterprise applications
- 7-10 or more years of experience building and managing multiple large-scale, complex, distributed systems, including managing and administering websites and applications on various platforms
- Advanced knowledge of and experience with cloud computing, with a specific focus on the Amazon AWS platform
- Advanced knowledge of and experience with software engineering, including object-oriented programming languages (including C#), version control (Git), Agile software development

methodologies, and DevSecOps processes

- Advanced experience and knowledge of working with scripting languages and utilities like PowerShell, Bash, SED and AWK
- Advanced knowledge of and experience with Infrastructure as Code, including continuous configuration automation tools like Chef, Puppet and Ansible, and containerization and orchestration tools like Docker and Kubernetes
- Strong understanding of networks and network configuration, including the use and configuration of DNS and F5 Big IP ADCs
- Advanced knowledge of and experience with monitoring and alerting best practices, including the use of tools like New Relic and the Elastic stack
- Experience with Application Performance Management (APM) solutions
- Advanced knowledge of and experience with Linux and Microsoft operating systems
- Advanced knowledge of and proven experience with website and application security and hardening such environments
- Strong experience with change management processes
- Advanced experience with Content Management System (CMS) platforms, such as WordPress
- Demonstrated proficiency in mentoring Site Reliability Engineers and other team members as appropriate
- Demonstrated proficiency in creating and developing strategic website and application environments and architectures

Skills, Abilities, and Special Talents/Gifts:

- Strong customer service-oriented attitude
- Ability to communicate effectively (verbal and written)
- Ability to communicate effectively with technical members of teams within IT
- Ability to effectively communicate technical issues to non-technical members of Ministry teams
- Attention to detail and accuracy
- Ability to adjust quickly to meet a goal and/or changing circumstances (changed work schedules, customer needs, strategic directions of the company, etc.)

- Ability to manage numerous and sometimes conflicting objectives, projects and/or activities at the same time
- Strong analytical, time-management and organizational abilities
- Strong ability to organize and plan work in advance, determining the most effective and/or efficient courses of action
- Ability to apply logic, rational thinking, intuition, and discernment in innovative ways to analyze situations, solve problems, and make decisions
- Ability to function effectively and efficiently in a team environment, as well as ability to work independently on complex issues or efforts
- Ability to maintain a high degree of integrity and ethical behavior in all business activities and decisions
- Excellent problem solving and troubleshooting skills
- Maintain a cool and calm demeanor under pressure
- Strong constituent focus and understanding that all services impact the ministry's ability to reach constituents (external customer/end user) with gospel-centric, life changing content
- Ability to represent the department in a professional Christ-like manner in all dealings with our ministry customers and external partners

Stewardship Requirements:

- Adheres to FOF principles of stewardship by using time and resources efficiently

Salary Range: \$98,452 to \$115,554/yr.

Focus on the Family puts a high value on our team members and offers a unique benefit package.

Employees scheduled for 30 hours or more per week are eligible for:

Medical Plan
 Dental Plan
 Life Insurance
 Disability Insurance
 Flexible Spending Accounts

Employees scheduled for 20 hours or more per week are eligible for:

Legal Shield/ID Shield
 AFLAC
 Retirement Plan

Vacation Time
Sick Time
Holidays
Service Awards

Note: *This is a summary and should not be construed as future promises to continue to provide benefits as outlined above. For complete and definitive language, refer to the governing plan documents.*