



Senior DevOps Engineer

Callbi is expanding:

At Callbi, we offer an innovative cloud-based speech analytics solution that elevates contact centres through our unique support for South African languages. Founded in 2019 within the [Alphawave Group](#), our advanced technology drives positive change in contact centres by serving as an enabling solution. It allows contact centres to provide a better and more efficient service without having to manually listen to millions of calls. Due to Callbi's affordability and the increasing demand for cloud-based speech analytics, we have experienced rapid growth since inception.

Our proprietary speech-to-text technology, developed by [Saigen](#), another Alphawave Group company, sets us apart, making Callbi the only speech analytics provider that supports five South African languages.

Who we're looking for:

We are seeking a skilled Senior DevOps Engineer to join our dynamic team. The ideal candidate will have more than 8 years of experience as a Full Stack software developer. The candidate will have extensive experience with system administration and the latest DevOps tools and practices. The candidate will be responsible for the deployment and operation of our systems, ensuring they are reliable, scalable, highly available, and secure. Our tech stack includes .NET and Aurelia/TypeScript. The role also includes some development work, bug fixing, as well as providing customer support from time to time. Security plays a critical part in this role as we are ISO27001 certified.

Key Responsibilities:

- Collaborate closely with our architect, development, and QA teams to ensure smooth integration and deployment of new features.
- Design, implement, and maintain CI/CD pipelines to automate the software delivery process.
- Monitor and optimize system performance, reliability, and security.
- Manage AWS cloud infrastructure.
- Develop and maintain scripts and tools to automate tasks and improve efficiency.
- Implement and manage containerisation and orchestration tools such as Docker and Kubernetes.
- Ensure system availability, backup, and recovery processes.
- Troubleshoot and resolve issues in development, test, and production environments.
- Maintain documentation and diagrams of the system to ensure clarity and compliance.
- Stay current with industry trends, tools, and technologies and continuously improve existing processes.
- Work with .NET and Aurelia/TypeScript applications to ensure efficient deployment and operation.
- Manage clustered datastores to ensure high availability and reliability.
- Perform development tasks to support application features and improvements.
- Provide support and troubleshooting for development and production environments as needed.
- Implement and maintain security measures in compliance with ISO27001 standards.
- Conduct regular security audits and assessments to identify and mitigate risks.

Essential Criteria:

- Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience.
- Proven experience as a DevOps Engineer or similar software engineering role.
- 8 years of full stack development experience.
- 5 years of experience working with AWS/Azure/GCP.
- Strong knowledge of scripting languages such as Python, Bash, or PowerShell.
- Experience with infrastructure as code tools such as Terraform, CDK, or CloudFormation.
- Proficiency with version control systems, particularly Git.
- Familiarity with continuous integration tools like Jenkins, GitLab CI/CD, or GitHub Actions.
- Experience with monitoring and logging tools such as Prometheus, Grafana, or Sentry.
- Strong problem-solving skills and the ability to troubleshoot complex issues.

- Excellent communication and collaboration skills.
- Good knowledge of Kubernetes and experience managing clustered datastores.
- Strong understanding of security best practices.

Beneficial Criteria:

- Experience with microservices architecture and serverless computing.
- Certification in cloud platforms (AWS, Azure, GCP).
- Experience with ISO 27001 SSDLC (Secure Software Development Life Cycle).
- Relevant cybersecurity certification (e.g., CISSP, CISM, Security+, or equivalent).
- A candidate living in the Cape Town area is preferred.

Perks:

- Hybrid work from home with occasional office visits (Stellenbosch).
- Work within a strong, growing, innovative team.
- Innovative, fast paced tech environment with a fun, entrepreneurial culture.
- Being able to help build and shape a product from early on in the product's lifecycle.
- Retirement annuity incentive.

Applying for this role:

- Competitive, market-related salary.
- Start date: ASAP.
- Please send a comprehensive CV and cover letter to hr@callbi.io.