

Job Title: DevOps Engineer

Location: Republic of Moldova (Remote options available)

Company: ITcare

About Us: ITcare is a fast-growing Managed Service Provider (MSP) based in the Republic of Moldova, specializing in delivering comprehensive Managed Services and Professional IT solutions. Founded in 2021 by a team of technology and engineering experts with over 15 years of hands-on experience in the telecommunications and IT industries, ITcare has quickly expanded its reach to manage IT infrastructures for clients across Europe, North America, Asia, and Africa.

Our core services include advanced Network Operations Center (NOC) support, cutting-edge network architectures, and DevOps solutions, tailored to meet the evolving needs of ISPs, Telecom service providers, Data Centers, and enterprises. We pride ourselves on providing cost-effective, customer-centric solutions, leveraging automation technologies to reduce errors and increase operational efficiency.

Position Overview: We are seeking an experienced DevOps Engineer to join our dynamic team. In this role, you will be responsible for designing, automating, and optimizing cloud and on-premises systems while ensuring high availability and reliability. You will collaborate closely with platform teams, solution architects, and developers to support continuous integration and continuous delivery (CI/CD) processes and infrastructure. This role is ideal for someone passionate about automation, system scalability, and DevOps best practices.

Key Responsibilities:

- Deploy, automate, optimize, and manage public cloud (AWS, GCP), private cloud, and on-premises systems.
- Implement and maintain monitoring and alerting systems to ensure high availability, performance, and reliability.
- Ensure the scalability, performance, security, and availability of cloud and on-premises infrastructure.

- Manage the creation, release, and configuration of production systems using CI/CD pipelines and automation tools.
- Design, implement, and maintain DevOps infrastructure to support continuous integration and delivery (CI/CD) processes.
- Design and implement complex network and system architectures.
- Automate deployment and upgrade processes to ensure efficient and reliable delivery.
- Continuously identify and implement automation opportunities to streamline operations and minimize manual intervention.
- Evaluate and recommend new technologies, tools, and vendor products for both cloud and on-premises solutions.
- Collaborate closely with product owners, platform teams, solution architects, and developers to drive continuous improvement.
- Configure, optimize, and support internal services such as databases, DNS, DHCP, storage, and mail servers.
- Review and address system alerts, reducing false positives by adjusting monitoring systems.
- Continuously improve system and service security measures.
- Provide 2nd and 3rd line technical support for infrastructure-related issues.
- Develop and maintain comprehensive documentation for internal and client infrastructures.
- Take ownership of maintenance activities for client systems, ensuring smooth operation and uptime.
- Perform system audits and generate performance reports.
- Participate in a 24/7 on-call rotation to provide support for critical systems and incidents.

Qualifications:

- Extensive experience with public cloud platforms (AWS, GCP), private cloud, and on-premises environments.
- Strong expertise in automating, optimizing, and managing large-scale infrastructure systems.
- Proficiency in designing, building, and maintaining CI/CD pipelines using tools like Jenkins, GitLab, or similar.
- Hands-on experience with infrastructure-as-code (IaC) tools like Terraform, Ansible, or equivalent.

- In-depth knowledge of monitoring and alerting systems (e.g., Prometheus, Grafana, Datadog).
- Strong proficiency in scripting and automation using languages such as Python, Bash, or similar.
- Deep understanding of networking protocols and services (e.g., DNS, DHCP, VPN).
- Practical experience with containerization and orchestration tools (e.g., Docker, Kubernetes).
- Demonstrated ability to implement and maintain security best practices across infrastructure.
- Excellent troubleshooting and problem-solving skills, with the ability to resolve complex system issues.
- Strong collaboration and communication skills, with experience working in cross-functional teams.
- Experience with 24/7 on-call rotation and incident management.
- Excellent organizational and documentation skills.

Why ITcare?

- Opportunity to work with cutting-edge technologies and a diverse, global clientele.
- Be part of a fast-growing company with opportunities for career growth.
- Collaborative and supportive work environment.
- Flexible working hours with remote options.
- Competitive salary and benefits.