CARIAD Estonia is part of CARIAD, the automotive software company of the Volkswagen Group. Building automotive software platforms and digital customer functions for iconic brands like Audi, Volkswagen and Porsche, CARIAD supports the Volkswagen Group in becoming the global automotive tech driver.

CARIAD Estonia is a reliable in-house partner within the CARIAD group. The tech team at CARIAD Estonia focuses on maintaining the operational stability of digital services from connected-car platforms to customer apps that are used by millions of customers of Volkswagen Group brands around the world. CARIAD Estonia also supports the CARIAD Group in partnering with other tech companies globally in the role of shareholding entity for non-German CARIAD subsidiaries.

We are looking for Operations Engineers

Our Operations Engineers play an important role in ensuring seamless functioning of our organization's infrastructure and systems. Their primary responsibility is to optimize and maintain the efficiency, reliability, and scalability of our operational processes. Operations Engineers collaborate with cross functional teams to identify opportunities for process improvement, implement new solutions, and mitigate potential risks.

What we expect?

- → Successfully completed study in computer science or a comparable field, supported by practical technical skills relevant to IT operations. This includes basic database knowledge, the ability to write SQL queries, and experience with scripting or at least one programming language for troubleshooting, automation, and operational improvements.
- → Technical knowledge in operating services in distributed cloud architectures, including the ability to understand how complex microservices-based systems behave, how services depend on each other, and how operational data can be used to detect reliability, availability, and performance issues.
- → Experience with service and change management processes, including hands-on use of Jira, Jira Service Management or Jira Service Desk, and Confluence for incident handling, service requests, documentation, and collaboration across support and development teams.
- → Knowledge of DevOps processes and frameworks (e.g. SAFe).
- → Excellent ability to prioritize workload in a dynamic, international, and fast-paced environment, combined with a proactive mindset, clear communication, and the confidence to take ownership when issues require follow-up across teams.
- → Team-oriented spirit seeking for active participation and engagement from stakeholders.
- → A collaborative mindset, combined with empathy, adaptability, and a positive attitude.

Your tasks in CARIAD Estonia will be:

- → Providing support in the frame of SLI/SLO/SLA.
- → Actively monitoring services and proactively responding to warnings, errors, and failures by interpreting alerts, logs, metrics, and dashboards, understanding their impact on complex microservices architectures, and coordinating the right follow-up actions with support, development, or SRE teams.
- → Documenting processes and supporting concepts in a knowledge base.
- → Receiving, processing, forwarding, analyzing, and resolving incident tickets, problem tickets, and service requests from 1st level support or other support units by using Jira Service Management or Jira Service Desk, collaborating with development teams, and involving SREs when deeper technical investigation or coordination is required.
- → Coordinating major incidents.
- → Performing qualified analysis of incidents and problems by investigating symptoms, reviewing operational data, checking service dependencies, querying databases when needed, and coordinating resolution activities with the relevant teams.
- → Controlling the change management process, e.g. by coordination with the development teams, creation of changes, communication to interface systems by means of technical announcements.
- → Automating and optimizing recurring activities and processes by using scripting or programming skills to reduce manual work, improve reliability, and make operational routines more repeatable.
- → Actively collaborating with development teams (also across Agile Release Trains).
- → Developing monitoring / logging dashboards and alerting with a focus on availability, reliability and performance.
- → On-call is applied on mutual agreement based on Estonian Employment regulations, guided by internal regulations and processes.

CARIAD Estonia offers

- → Hybrid working environment (location in Tallinn)
- → International diverse team
- → Health benefits and additional time off
- → Professional growth - team and individual trainings, workshops, etc

Sounds interesting?

Kindly send your application (CV and cover letter in English language) or any questions you might have to CARE-Career@cariad.technology

To fulfill the recruitment and selection process, your personal data will be processed by CARIAD Estonia AS (CARIAD). Please review how your personal data is processed.

CARIAD
A VOLKSWAGEN GROUP COMPANY