24x7 SUPPORT ENGINEER

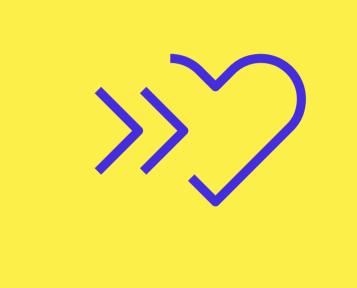
CARIAD

A VOLKSWAGEN GROUP COMPANY

Join us!

CARIAD Estonia is the international hub of CARIAD, the automotive software company of the Volkswagen Group. CARIAD is providing and developing automotive software to all Volkswagen Group brands.

CARIAD Estonia contributes to the mission of the Group with two core business areas – subsidiary management and IT operations team ensuring the performance and stability of digital services used by millions of Volkswagen brands` connected customers around the world.



We're looking for talented, digital minds to reshape the automotive experience for everyone, everywhere.



24x7 Support Engineer

The IT operations team ensures the seamless delivery of high-quality products and services. As 24x7 Support Engineer, you'll be part of a small, agile team tackling new challenges. Your role involves monitoring systems, resolving issues, and making sure SLIs, SLOs, and SLAs are met. You'll create and maintain documentation, manage incident tickets, and collaborate with other teams. Security awareness and accountability are crucial, as we follow strict corporate rules. A passion for IT, continuous learning, and fluent English skills are essential.

Tasks

- → Making sure SLI, SLO, and SLA are met to maintain high service standards
- → Perform continuous monitoring of systems and react to warnings, errors, and failures to prevent service disruptions or minimize them
- → Create, update and maintain comprehensive documentation of processes and support concepts in the knowledge base
- → Manage the lifecycle of incident tickets, problem tasks, and service requests by creating, receiving, processing, forwarding, analysing, and resolving them in collaboration with other teams
- → Assist in managing major incidents by providing timely support and analysis to minimize impact and ensure rapid resolution
- → Act as the first point of contact for other departments during incidents, facilitating communication and coordination between teams

What we expect?

- → Basic understanding of cloud concepts and a willingness to learn specific monitoring tools (New Relic, Grafana, Kibana, etc)
- → Demonstrates exceptional motivation and a proactive approach to tasks and challenges
- → Basic understanding of networking, microservices, and databases, with exposure to tools like Docker or Kubernetes being a plus but not required
- → Familiarity with DevOps concepts and a willingness to learn tools and methodologies (e.g., CI/CD pipelines, Jenkins, Git)
- → Excels at following established protocols and procedures with precision
- → Passionate about IT as a career with a thirst to grow and develop your knowledge
- → Ability to work effectively in an international team environment, collaborate with colleagues across different departments, and manage multiple tasks in a dynamic, fast-paced setting
- → Shows courage and initiative in challenging situations and confidently makes proactive decisions
- → Fluent English skills, in both speech and writing

This hybrid position entails working in a 24x7 shift environment, including nights, weekends, and holidays. Evening and night shifts are conducted remotely from home.



CARIAD Estonia offers

- → Hybrid working environment and challenging work (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.