OPERATIONS ENGINEER
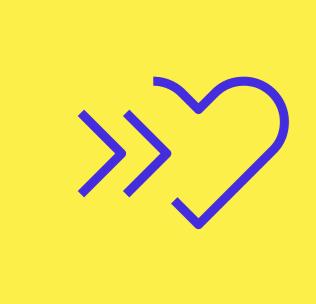
Join CARIAD Estonia   ⊙ Tallinn

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 leading automotive technology company.

CARIAD Estonia contributes to the mission of CARIAD 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. The IT Operations team at CARIAD Estonia ensures 24/7 on-desk support and quality assurance to digital services developed by CARIAD.

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

Operations Engineer

plays an important role in ensuring the seamless functioning of our organization's infrastructure and systems. Your primary responsibility will be to optimize and maintain efficiency, reliability, and scalability of our operational processes. You will collaborate with cross-functional teams to identify opportunities for process improvement, implement new solutions, and mitigate potential risks.

Your tasks

→ Support in the frame of SLI/SLO/SLA.
→ Active monitoring and proactive response to warnings, errors, and failures.
→ Documenting processes and support concepts in a knowledge base.
→ Receiving, processing, forwarding, analyzing and handling incident tickets, problem and service requests from 1st level support or other support units in cooperation with the development team, and if necessary, SREs.
→ Coordination of major incidents.
→ Performing qualified analysis and investigating coordination of the resolution of incidents and problems.
→ 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.
→ Active collaboration with development teams (also across AgileReleaseTrains).
→ 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.

What we expect?

→ Successfully completed study in the field of computer science, or a comparable course of studies.
→ Technical knowledge in the operation of services in distributed cloud architectures.
→ Experience in Service and Change Management Processes and ticketing tools, as well as ITIL processes and relevant tools (e.g., JIRA Service Desk & Confluence).
→ Knowledge of DevOps processes and frameworks (e.g. SAFe).
→ Excellent ability to prioritize workload and work in a dynamic, international and fast-paced environment.
→ Team-oriented spirit seeking for active participation and engagement from stakeholders.
→ Strong collaboration & networking abilities, open-mindedness.
→ Valuing empathy, adaptability and positive attitude as integral part of our team

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.