

Senior Platform Engineer



Phone :

Web :

Job Summary

Vacancy :

Deadline : Apr 08, 2024

Published : Mar 08, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Come join our innovative team as a Senior Platform Developer and play a pivotal role in shaping the future of our cloud infrastructure! Help us support the considerable scale our applications require to support all of Jane's customers.

Dive deep into the heart of existing AWS products used, leveraging your expertise with AWS services like EC2, S3, and RDS to architect robust, secure, and scalable solutions. You'll be at the forefront of our transition to a Kubernetes-driven environment (EKS), where your significant experience will guide the operations, management, and optimization of containerized applications in an exciting high-scale environment.

With your skills in infrastructure automation using Terraform and Kubernetes, as well as proficient scripting abilities; you will drive efficiency and innovation by supporting application teams in a fast-paced iterative application development environment.

Your role is critical in ensuring peak system performance and reliability, utilizing tools such as Datadog (or similar solutions) and Kubernetes-adjacent tooling for cutting-edge monitoring and analytics. If you're passionate about building robust systems for a polyglot development environment with intention for high scale, and thrive in a collaborative environment where your work directly impacts the success of our products, we're looking for you. Come help us build a resilient, future-proof infrastructure that supports our ambitious growth plans.

Like with all positions at Jane, this position is a remote position, allowing you to work anywhere you want across Canada. Building a delighted team who can delight our customers is part of Jane's DNA. In our most recent company-wide health check, 99% of our team agreed that our founders demonstrate people are important to Jane's success. On top of that, 98% of our team felt Manager cares about them as human beings and that they are supported when needing to arrange time off from work. We'd never claim to be perfect, but we're working hard to listen to our people and improve each day.

We really want the people who work at Jane to love being here, so it's important that we start with a bit about what makes our company unique and try to be as transparent as possible. Our [values](#) also provide some insights into Jane and hopefully, you'll have a better idea if this might be the kind of company you want to be part of.

Before we were Jane, our Co-Founders were solving problems for their own clinics not realizing that a few years later, this team would grow to support tens of thousands of healthcare practices in more than 60 countries. Our platform is now helping to modernize the world of practice management software. We enable the likes of physiotherapists, mental health counsellors, chiropractors, and other allied health practitioners to run their practices in a digital-first way through features such as online booking, charting, scheduling, telehealth, and billing along with an evolving library of features. You can see more of them [here](#). Although we've grown, still to this day, we're rooted in solving clinics' problems and making sure we don't lose sight of Jane's vision. We have remained profitable for the past seven years, we're product-led and growing organically (and responsibly) to the point where 85% of our customer growth is either from customer referrals or word of mouth. Growth like this is unique, especially in the world of SaaS, and it doesn't happen by chance. We have a brilliant team of over 400 Janers who are doing an amazing job of listening to our customers, building what they need, and providing industry-leading support. We pride ourselves on flexibility & autonomy, some of our team block out their calendars to pick up their children from school (and this is normal at Jane), and we even have a #kids channel in Slack.

We're not a clock-in clock-out system-type environment. With that being said, we're not going to paint the picture of a perfect environment either. We're a company that's scaling quickly, we have many moving parts, many of us are doing this for the first time and sometimes, we don't have processes in place or clear views which can require a lot of resourcefulness and a passion for problem-solving.

With all that to say, if you're looking for an environment where you can grow, stretch yourself, and work with some incredibly talented people on problems that are positively impacting people's lives, Jane could be the place for you.

Compensation Expectations for the Role

Jane's committed to paying our team members fairly, clearly, and above all, paying for growth. This role has a minimum annual salary of \$117,100 and a maximum annual salary of \$182,900. As you may have noticed, this salary range is quite large, and this is intentional to account for the growth someone will experience in the role throughout their time at Jane (i.e., from building the skills, to accomplished, to highly proficient, all the way to achieving excellence in the role). **When hiring talented folks to join the Jane team, we've found that new team members are best set up for success when hired with the expectation of being fully accomplished in the role, which for this role would reflect a salary between \$139,000 to \$146,300.** It's also possible to join Jane at a salary above or below this, which would mean a salary below \$139,000 which typically reflects someone who has all the potential to be fully accomplished in the role but doesn't yet possess all the skills required, while a salary above \$146,300 is typically for individuals who are currently in this role at Jane and had the opportunity to make a significant positive impact on our customers, product and company with deep Jane knowledge. At Jane, we pay for growth, which means that you'll continue to have conversations about your career development with your manager and see your compensation grow over time as you build an amazing career with us.

More information on Jane's benefits package can be found [here](#)

The impact you could have...

- Contribute to existing architecture and optimization of a highly utilized AWS cloud infrastructure, ensuring scalability, security, and efficiency as we transition to a Kubernetes-driven environment, setting new benchmarks for operational excellence.
- Lead pivotal infrastructure automation projects to streamline deployments and operational processes, significantly reducing time-to-market for new features and services.
- Elevate system monitoring and performance analysis with advanced utilization of Datadog (or similar solutions), enabling proactive issue identification, and optimization of resource usage for system reliability.
- Champion best practices in cloud security and compliance, ensuring our infrastructure is resilient against threats and aligned with industry standards, safeguarding customer data and trust in our platform.
- Evolve the platform into a reliable, scalable, well-oiled machine, enabling our developers to drive the rapid growth of Jane applications.

The experience we feel we need...

- Proven expertise in AWS products, with a strong command over services like ECS, EC2, S3, and RDS, using Terraform or similar to provision and maintain a large-scale production-grade environment.
- Deep understanding of cloud security practices, aiming for at least 5 years of hands-on experience in complex environments.
- Comfort in operating Kubernetes (ideally specifically EKS) production-grade clusters. Being familiar with best practices around upgrading the cluster control plane as well as various cluster level services. A keen eye for automating operations within a Kubernetes ecosystem.
- Demonstrating proficiency in managing, upgrading, and optimizing containerized applications in an advisory role for application teams.
- Skilled in infrastructure as code (IaC) (especially Terraform), showcasing the ability to architect and manage cloud resources efficiently in a large-scale production-grade environment.
- Advanced monitoring and analytics capabilities, with significant experience in using Datadog (or similar solutions) to drive system optimization, performance tuning, and proactive issue resolution. AWS CloudWatch, OpenTelemetry, Prometheus & Grafana experience are beneficial.
- Participate in developing a strong culture of best practices within the team.
- A passionate self-starter and ability to take the lead on complex goals within the team's scope and plans.
- Low-level systems administration, comfort in troubleshooting networking or other low level interoperability problems are valuable assets.

At Jane, we're committed to fostering an environment that allows you to come to work as your truest self. We believe it's important to actively recognize, embrace, and celebrate our differences in order to make Jane an inclusive, equitable, and diverse workplace.

We want to build a team of people who make conversations rich with perspective and experience. We are committed to listening to every voice in order to learn and grow because doing this will allow us to meet the needs of the diverse community of helpers that Jane serves.

We do not tolerate discrimination, prejudice, or oppressive isms of any kind. Employment is decided on the basis of qualifications, merit, experience, and the needs of the Jane community. We encourage anyone who requires accommodation or adjustments throughout the interview process to let us know, and we will do our best to support you.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits