# JOB PROFILE
# DEV-OPS ENGINEER

## ABOUT EVERLINK

Everlink Payment Services Inc. is a leading provider of comprehensive, innovative, and integrated payment solutions and services for 98% of credit unions, 55% of consumer-facing schedule 1 and 2 banks, and a broad range of SMEs across Canada. In addition to supplying best-in-breed technology infrastructure and payment network connectivity via our well-established Payment Network Gateway – with operational performance that continually ranks in the upper first quartile – we offer a diversified range of integrated payments Lines of Business including:

- Digital Solutions, enabling real-time payments for Retail Peer-to-Peer (P2P), Business (B2B/B2P) Payments, ISO20022 Payment Gateways and API Integrations for Financial Institutions and Services Providers.
- Card Issuance & Management, with a history of firsts related to Card Issuance Solutions, Everlink provides a fully managed, flexible, and turnkey experience ensuring credit unions, banks, FinTechs and other payment card issuers can provide the card products they need, including debit and Co-badged cards.
- Fraud Management Solutions, operating one of the largest service bureaus in Canada for Fraud Management Solutions, Everlink offers credit unions, banks and fintech industry-leading and custom-designed solutions enhancing the protection of their members and customers.
- Mobile Payments: Fulfilling critical service delivery requirements, Everlink remains at the forefront of the evolution of NFC-based payments with extension to mobile wallets and other digital payment methods.
- Payment Network Gateway, operating a world-class payments technology infrastructure, Everlink's Payment Network Gateway Services provides connectivity to domestic and international payment networks for credit unions, banks and merchants to participate in.
- Professional Services, leveraging our extensive industry knowledge, expertise and capabilities, Everlink's Professional Services Team partners with our clients to navigate the ever-changing payments landscape, ensuring their technology capabilities remain relevant.
- Retail Solutions, enabling Card Present Point-of-Sale Acquiring, including Interac® eCommerce via dedicated Host to Host Payment Gateways for Payment Service Providers, FinTechs and Credit Unions.
- ATM Managed Services, supporting the latest technology and introducing innovations, Everlink powers ATM networks and transaction capabilities for credit unions, banks and cardholders domestically and abroad.

Complementing the strength of these eight primary Lines of Business, is our ongoing commitment to Client-Centricity, which is the key element of our guiding principles. At Everlink we are dedicated to building, maintaining and nurturing long-lasting relationships. To help our clients remain competitive and successful, we provide the innovative technologies they need to serve their growing base of members, customers, and merchants.

**Our Guiding Principles**



# About the Role

**Title**
DevOps Engineer

**Reports To**
Vice President, Client Services and Operations

**Challenge/Role**
A DevOps Engineer focuses on automation and maintenance in the Everlink production environment, with a focus on automation and maintenance of software products, systems, and services. The role includes deploying product updates, identifying production issues, and implementing integrations that meet customer needs. In addition, a DevOps Engineer is a member of our production support staff who works with software developers, system operators, and other production IT staff to oversee code releases and deployments.
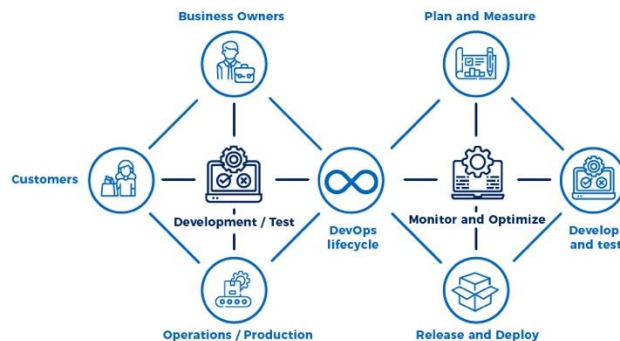
**Opportunity**

**Description of Essential Functions**

Deploy updates, patches and fixes in Cloud and Traditional environments.

Build tools to reduce occurrences of errors and improve customer experience.

Develop software to integrate with internal back-end systems.

Perform root cause analysis for production errors.

Investigate and resolve technical issues.

Develop scripts to automate procedures and practices.

Design procedures for system troubleshooting and maintenance.

Provide technical support on the resolution of production issues.

Support the development and refinement of DevOps practices and procedures.

Implementation of collectors, sources and notifications in a SIEM

**Team**

The DevOps Team is a critical component of the Everlink Client Services and Operation strategy, providing the next level of production support with a focus on cross-team collaboration, automation, and resiliency for critical production systems. An extension of our Production Support Operations, the DevOps team focuses on proactive activities and management of events in our cloud environments. The DevOps teams work within five pillars – Automation, Cloud-Native, Culture, Security, and Observability.

## About You

**Education & Experience Requirements**

- Two or more years working in a professional Canadian IT environment.
- One or more years working in an AWS Cloud environment, including operation and deployment.

**Skills and Abilities**

- Creation of environments in AWS, including the deployment of code, services, and Lambda.
- Development of scripts and/or applications in Python and use of Python libraries.
- Experience in the configuration and administration of Microsoft Windows Server OS.
- AWS Architectural concepts and services.
- Ability to implement and manage continuous delivery systems and methodologies on AWS.
- Ability to define and deploy monitoring, metrics, and logging systems on AWS.
- Support occasional after-hours work to support mission-critical functions and resolve incidents.
- Management of time and task and to express accomplishments, expectations, and impediments.
- Communicate concisely and clearly in verbal and written communications.
- Self-motivated to support continuing education in your role and responsibilities.
- Work independently or in a group setting with self-management of time and tasks.
- Critical thinking and solving complex problems associated with your role and responsibilities.
- Provide feedback via empirical evidence to support process improvement and refinement.
- Embrace change and adapt to new situations.

**What We Offer**

- Competitive compensation
- Comprehensive benefits package
- Flexible working environment and office hours
- Opportunities for professional learning, growth, and career advancement

Interested candidates are requested to submit their resumes to [Careers@everlink.ca](mailto:Careers@everlink.ca) maximum by Feb 29, 2024.

*Everlink is committed to eliminating barriers and improving accessibility to our workplace for persons with disabilities in a timely manner and in a manner that respects the dignity, independence, integration, and equality of opportunity. Everlink has an accommodation progress in place and provides accommodations for employees with disabilities. If an employee requires a specific accommodation because of a disability or a medical need, we will work with them to make an appropriate accommodation. If you require an accommodation during the interview process, we will work with you to accommodate your needs.*