

**Expressions of Interest**

**Site Reliability Consultant** - Portainer.io

**Portainer.io: Site Reliability Consultant: Who, What, Why & Where**

**Who are we?**

Portainer is on a mission to make container management simple, quick and easy. Whether it's Kubernetes, Swarm, Docker, or Edge compute, the drive to create expert, elegant, simple, yet powerful tools that make the complex simple is what makes us tick.

In its first three years, Portainer has experienced staggering global uptake of its Open Source product, with hundreds of thousands of active users and many hundreds of millions of downloads. Now we're making the transition to our first commercial product, backed by an awesome group of global investors.

To help us bring our vision for Portainer to life, we're searching for expressions of interest for highly skilled and ambitious **Site Reliability Consultants** who will work directly with our clients, ensuring Portainer is delivering on its performance promises.

**These are some of the cool things you will do:**

* Bring some of the world’s biggest and brightest organisations on the Portainer journey
* Collaborate with our globally distributed team to ensure all clients feel the love they deserve
* Build lasting relationships with our clients
* Deliver first class onboarding and system audit sessions for all new clients – getting it right at the start is critical to long term success
* Influence the client engagement processes to deliver continually improving customer experiences
* Deliver solutions to our client’s challenges, big and small, as soon as possible
* Utilise excellent customer interaction skills and exceed customer requirements
* Be a conduit between customers, their problems, and the development team
* Keep knowledge base articles, guides, and forums up to date with the latest FAQ’s and tips to help clients before they get to your inbox
* Engage with the incredible community that is at the heart of Portainer to learn, help and share their experiences
* Adapt to the ever-changing nature of a start-up environment

**We’d like to see most or all of these:**

* BS degree in Computer Science/Engineering or related field.
* Environment provisioning and management (Linux and Windows) and scripting language experience (Shell, Perl, etc.).
* Experience working with micro services and container technologies (Docker, Kubernetes, etc.) – Experience with Portainer is an even bigger plus!
* Experience supporting technical customers (internal or external), ideally with support ticket systems (e.g. Jira, HappyFox, Zendesk etc).
* Solid understanding of software configuration management and dev ops processes
* An understanding of cloud computing services (AWS, Azure) is a plus.
* Strong analytical and problem-solving skills.
* Good teamwork, facilitation, communication (in English), interpersonal skills, and the ability to work across functional lines.
* Ability to work in a fast-paced, everchanging environment.
* Possess an “everything has a solution” mentality and fearless “go-getter” attitude.
* Ability to wear many hats and juggle many balls simultaneously.
* Play nice with others.

**Where?**

Portainer is a global company with employees spread across the world. We’ve invested heavily to ensure that geography doesn’t get in our way and we plan to expand our global footprint rapidly over the next few months.

The right candidate can work in any country they choose, however our preference is for the person to be in a time zone that allows regular day time interactions with other support staff, who are likely to reside in New Zealand, Asia, and either Europe or the Americas.

**Why?**

Portainer is already growing rapidly, however we’re still very much in our infancy. We are hugely excited about our launch into the commercial world and we believe we’re at the start of a wild ride. Joining Portainer as a Support Specialist will give you:

* The opportunity to be a part of a truly disruptive company at the beginning of it’s journey.
* A great remuneration package (commensurate with skills and experience)
* The flexibility to work remotely, and work from home, as part of a world class team working on great tech

**About us:**

Hundreds of thousands of organizations around the world have turned to Portainer to help them manage their container platforms. With deployments in almost every country of the world, and at a scale from very small to impressively large, Portainer has become synonymous with our catch phrase of “expert simplicity”. Our goal is to provide the most user-friendly means to manage your micro-service platform, regardless of orchestrator, cloud provider, or underlying technology.

**To apply:**

Please send you resume to andrew.steele@rethinkhr.nz