



## Job Description

**Title:** Professional Services Manager

**Location(s):** San Jose, CA | New York City, NY | Seattle, WA | Boise, ID

**Exempt/Non-exempt:** Exempt

**Reports to:** VP of Customer Success

### Overview

appOrbit is an emerging start up enabling customers accelerate the digital transformation of their businesses. Our vision is to make it possible for enterprises to deploy and manage end to end life cycle of any application (legacy, cloud native, windows, linux) on any infrastructure (virtual machines, containers, bare-metal) across any cloud (public, private, hybrid). Our platform is already helping several dozen customers realize this vision.

appOrbit is actively seeking a creative, driven individual who will be responsible for designing and implementing various demand generation campaigns for the company, including: event planning, web seminars and content syndication. The right candidate will have previous experience in these areas and be able to work independently while at the same time effectively integrate into the larger go-to-market team.

### Responsibilities

- Implement appOrbit solutions at customer sites and integrate with CI pipelines (or build CI pipelines as needed).
- Work with customers to overcome technical obstacles, answering questions and proposing solutions. Traveling to customer sites required from time to time.
- Implement solutions/write code/scripts to solve customer issues
- Publish artefacts documents around Best Practices in DevOps
- Work closely with Engineering to understand changes in each release and keep all tools up-to-date to ensure automated deployments
- Escalate and communicate issues timely and thrive to seek quick resolution
- Work with customers to overcome technical obstacles, answering questions and proposing solutions on-the-fly.

### Qualifications

- BA/BS degree in Computer Science or related technical field or equivalent practical experience.
- Minimum 4-6 years of experience in the DevOps
- Good Linux and windows Administration knowledge.
- Experience in writing automation in one or more languages such as Python, Perl, Ruby, Go
- Skills that would catch our attention:
- Experience with deployment and orchestration technologies (such as Docker, Kubernetes, Mesos, OpenStack, Puppet, Chef, Salt, Ansible, terraform, packer).



- Experience with build and deployment automation and continuous integration systems (such as Jenkins, Bamboo).
- Build automation for Java based apps on Linux and .net based apps on windows.
- Working knowledge of cloud computing including virtualization, hosted services, multi-tenant cloud infrastructures and storage systems.
- Familiarity with open source server software (such as Apache, NGINX, RabbitMQ, Redis).
- Strong customer-facing communication and careful listening skills. Proven success in and genuine enthusiasm for working directly with customer technical teams.
- Deep capabilities to understand computer systems and management platforms
- Ability to install, configure, deploy complex data center solutions - storage, network , compute, hypervisor, cloud
- Familiar with application architectures - web based, client server, monolithic and micro services,
- Experience with cloud based deployment environments like AWS, Openstack, Rackspace, Azure

#### **Preferred Skills**

- Previous experience working at technology start-ups
- Experience with modern infrastructure concepts, including: cloud, containers
- Experience working with SaaS business models

#### **Benefits**

- Fun, creative and fast-paced working environment
- Terrific medical, dental and vision plans
- 401K plans
- Kitchen stocked with snacks & drinks
- Flexible time-off with generous paid holidays