

Are you an IT jack of all trades? Are you a SQL ninja? We have big plans and seek future leaders - clock punchers need not apply. We are looking for a career minded go-getter with strong technical aptitude, entrepreneurial spirit, intellectual curiosity, a focus on quality, coachability, and a customer centric attitude. The DevOps Engineer will report directly to senior management and have direct daily interaction with the VP of Operations and Quality, the Engineering & Product Management team, Customer Success and Sales. This position will make an immediate impact, driving daily tactical execution within their areas of responsibility, while also using their experience to make continuous improvement recommendations. This position has an opportunity for significant growth into a senior position with broader team building and leadership responsibilities within technical operations.

Primary Responsibilities

The DevOps Engineer has responsibility for (3) primary functions and may be asked to contribute to additional related responsibilities as necessary and based on experience.

TMS Deployment and Technical Support

Conduct TMS software deployments within QSI cloud infrastructure or on customer infrastructure. Includes initial installs, updates, and upgrades.
Install, update and upgrade supporting 3rd party hardware and software.
Provide level 2 Technical Support to Customer Success Managers working to resolve technical issues/questions post install.
Administration of SQL server databases included in TMS deployments, including backup and recovery procedures, SQL server troubleshooting and monitoring using SQL Profiler and SQL Management Studio.
Conduct ongoing updates and reviews of all Technical and Deployment documentation and procedures.

Product Management/Engineering

Manage build directories for TMS version control and executables when updates are provided by Engineering.
Conduct software testing and QA for internal release management.
Write/Execute SQL queries and scripts used in technical troubleshooting and product development
Collaborate with Product Development & Engineering team to make product recommendations based on understanding of application architecture and corresponding feature requests

IT Infrastructure

Manage and maintain cloud infrastructure utilized to deploy customer instances of TMS.
Manage and maintain components of non-customer facing internal infrastructure used within QSI operations.
Configure, install and maintain physical servers and VM's.
Escalate hardware, software or network problems to vendors or resolve internally.
Manage data backups and test disaster recovery procedures and policies.
Conduct ongoing updates and reviews of all IT Systems documentation and procedures.
Utilize collected data to proactively plan capacity and performance improvements.

Minimum Qualifications

- Bachelor's degree or demonstrated experience in related technical field & B2B environment.
- Experience with domain management including IIS, DNS, IP, etc.
- Experience with SQL Server, including SQL Profiler, SQL Management Studio, and writing/executing SQL queries and scripts.
- Experience with User Administration via Active Directory, Azure AD and Microsoft Office 365.
- Experience with installing, managing and maintaining Windows Server.
- Experience with the installation and maintenance of virtual hosts and machines.
- Experience with build management tools such Wyse Install Builder and SourceSafe.
- Experience with Crystal Report Writer
- Experience with Windows Task Manager for setup/execution of automated programs.
- Working knowledge of C#, .Net, Javascript, XML, CSS and HTML components in overall tech stack.
- Working knowledge of information, application & infrastructure security concepts such as ISO27001 and SOC1/2.
- Strong troubleshooting, questioning and investigative skills.
- Sound verbal and written communication skills as well as active listening skills.
- 5-7+ years of work experience in a similar role.
- Ability to work with minimal instruction and high levels of autonomy.

+Preferred Qualifications

- Experience with Git.
- Experience using and building data and system integration tools (API's, Web Services, etc.)
- Experience with data migration concepts (ETL)
- Experience with firewall configurations including SonicWall preferred

What we offer

- Competitive comp plan including 401k with company match.
- Work / life balance including remote work opportunities and PTO.
- Fun and engaging work environment.
- Position may require occasional after-hours support in emergency cases.
- Position may require limited travel for company events & meetings

About QSI Technologies, Inc.

We deliver cost effective software & technical solutions and related consulting services to meet the demands of business leaders in organizations faced with complex quality and regulatory requirements. TMS Quality & Compliance Software is an easy-to-use, web-based solution that helps companies manage their business-critical processes & information. Through our consulting services, QSI can provide hands on support and guidance for customer specific Quality and Regulatory projects.

We are looking for great people. If you are fit and believe in our mission, join us!