

Lead Reliability - Observability Engineer

Job ID

REQ-10015676

Jul 15, 2024

India

Summary

The Observability Engineer will design and implement solutions to monitor, trace, and provide insights into complex, multi-technology environments, with a focus on system reliability, security, and performance. By integrating comprehensive monitoring strategies and analytics, the candidate will enable proactive issue identification and resolution, enhancing overall system resilience and optimizing performance through a data-driven, iterative approach. A key responsibility of this role is collaborating with different teams to gather business KPIs and determining the best methods to measure and visualize these metrics effectively. Additionally, the Observability Engineer will create and maintain dashboards that not only provide technical insights but also align with business KPIs, ensuring that technical performance supports overall business objectives.

About the Role

Major accountabilities:

- Implement observability tools and practices across product and service teams to ensure comprehensive monitoring and insight.
- Collaborate with different product teams and their respective owners to create observability solutions that meet diverse requirements, with a focus on aligning with business KPIs.
- Develop solutions for logging, metrics, and traces using tools like Open Telemetry (OTEL), ensuring efficient and effective data collection and analysis.
- Rapidly diagnose and resolve service faults, troubleshoot and fix performance issues, and communicate resolutions to users as appropriate.
- Engage in continuous improvement and learning by taking on various projects and consistently evaluating and adopting new technologies.
- Contribute to maintaining the pattern catalogue in the respective domain, ensuring alignment with best practices and evolving needs.

Essential Requirements:

- **10 years of work experience in monitoring setup** using any of the following tools: Dynatrace, Datadog, ELK stack, Splunk, AppDynamics, Grafana/Prometheus, New Relic. This experience must have been accrued in critical production environments.
- **At least 5-6 years of professional experience** in end-to-end observability covering technical, user experience, and business outcome metrics.
- **Prior experience working with private cloud and Cloud-native public-cloud platforms** (particularly AWS) hosted applications.
- **Hands-on administrative knowledge** of Linux, Chef, Jenkins, and Bitbucket is required.

- **Strong understanding of Prometheus, OTEL, and Grafana** is a must.
- **Fair understanding of Application and Infra monitoring** is mandatory.
- Proven track record of **leading cross-functional teams** and driving large-scale observability projects from concept to completion.
- Ability to **architect and implement robust observability solutions** that align with industry best practices and organizational goals.
- **Experience as a technical lead** or architect in designing and building observability frameworks and platforms.
- Excellent **problem-solving and troubleshooting skills**, with a focus on performance tuning and optimization.
- **Strong communication and stakeholder management** skills, with the ability to convey complex technical concepts to diverse audiences.
- Emphasis on the ability to **adapt and learn quickly** in a fast-paced environment, demonstrating resilience and flexibility in the face of change.

Desirable Requirements:

- Observability and Monitoring Tools (e.g., Open Telemetry, Prometheus, Grafana).
- Data Analysis and Visualization.
- Troubleshooting and Problem-Solving.
- Collaboration and Stakeholder Management.
- Metrics, Logging, and Tracing Implementation.
- Scripting and Automation (e.g., Python, Bash, PowerShell).
- Performance Tuning and Optimization.
- Cloud Platforms and Services (e.g., AWS, Azure, GCP).
- Knowledge of Microservices and Container Orchestration (e.g., Kubernetes, Docker).
- Communication and Documentation.
- Continuous Improvement and Learning.

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Division

Biomedical Research

Business Unit

Pharma Research

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Job Type

Full time

Employment Type

Regular

Shift Work

No

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