Observability & Automation Engineer

Atradius

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At Atradius, we believe in personal development and the Growth Mindset. Our Culture is based on teamwork, reliable accountability, constantly improving and unrivalled service. Read on more on our Career site: https://careers.atradius.com/en/careers.

The role

We are looking for an experienced Observability & Automation Engineer to join our team and help us materially improve how we monitor, understand and operate our technology estate.

This is not a role for someone who simply maintains existing monitoring tools or writes automation scripts when requested. We need someone with proven experience improving observability and automation in complex enterprise environments, who can identify gaps, establish standards and, importantly, turn ideas into working operational solutions.

We already have monitoring and automation capabilities across the estate, with Grafana Cloud as our strategic observability platform and Ansible/AWX as key technologies supporting our automation capability. These capabilities integrate with enterprise platforms such as ServiceNow and GitHub, as well as with existing infrastructure, application and technology-specific monitoring solutions.

A key part of this role will be to help us develop and mature our Grafana Cloud observability capability and our Ansible/AWX-based automation capability, bringing together infrastructure, application and service telemetry to provide meaningful operational and service-level visibility, and integrating telemetry, ITSM, configuration data and operational workflows through APIs and event-driven mechanisms.

The successful candidate will therefore inherit an environment with genuine opportunities for improvement rather than a mature platform that simply needs maintaining.

The challenge

Our objective is to move from individual monitoring tools, alerts and automation scripts towards an integrated observability and automation capability.

Today we have several challenges:

- Monitoring is still heavily focused on individual technologies and infrastructure components rather than providing joined-up service visibility.
- Monitoring, automation, CMDB and ITSM capabilities are not consistently integrated end to end.
- Automation maturity varies considerably across technologies.
- API-driven and event-driven automation is limited.
- Automation governance, documentation, ownership and reusable standards need strengthening.
- CI/CD, automated testing and controlled promotion of operational automation are not yet consistently established.
- We need to progress from detecting problems to understanding service health and, where appropriate, automatically preventing or remediating operational issues.

We are therefore looking for someone who can help us move from monitoring to observability, and from scripting to engineering-led automation.

What we expect you to do:

Build our observability capability

- Assess the existing monitoring landscape and identify gaps in coverage, quality and actionable insight.
- Develop monitoring around service health and customer impact, rather than simply infrastructure availability.
- Bring together metrics, events, logs and other telemetry to improve diagnosis and reduce time to identify root cause.
- Improve dashboards and operational views so teams can quickly understand what is happening across a service.
- Reduce alert noise and improve alert quality, thresholds, correlation and actionable context.
- Establish measurable indicators such as SLIs/SLOs, availability, latency, error rates, alert quality, MTTD and MTTR where appropriate.
- Help establish consistent observability principles across different technology stacks.

Drive practical automation

- Identify repetitive, manual and error-prone operational activities that should be automated.
- Build robust, supportable automation rather than one-off scripts.
- Extend our use of Ansible and AWX, APIs and orchestration to automate operational processes.
- Integrate automation with platforms such as ServiceNow, monitoring solutions and configuration data where appropriate.
- Develop event-driven automation and automated remediation for suitable operational scenarios.
- Introduce appropriate testing, source control, peer review and CI/CD practices for automation.
- Ensure automation includes logging, exception handling, security controls and safe rollback/failure behaviour.

Make the capabilities sustainable

You will not be expected to do everything yourself. A key part of the role is establishing patterns that the wider technical teams can adopt.

You will:

- create reusable automation components;
- establish engineering and documentation standards;
- improve Git-based development practices;
- mentor engineers in observability and automation;
- challenge manual processes where automation would provide a measurable benefit;
- work across infrastructure, database, middleware, identity and application teams;
- demonstrate improvements through measurable operational outcomes.

What we are looking for:

Essential experience

We want someone who can demonstrate that they have already delivered this type of improvement, not simply worked with the tools. You should have strong practical experience in several of the following:

- Enterprise observability and monitoring
- Ansible / AWX
- Python, PowerShell, Bash or comparable automation languages
- REST APIs and API-driven automation
- Git and source-controlled engineering practices
- CI/CD pipelines
- ServiceNow integration and ITSM processes

•Infrastructure and application telemetry
•Linux and/or Windows platforms
•Cloud and hybrid infrastructure
•Dashboarding, alert correlation and operational analytics
Experience with database and enterprise platforms, including Oracle technologies, would be valuable given the existing technology landscape.

The person we need

Technology knowledge is important, but mindset and delivery experience are equally important for this role.
We need someone who:
•Has done this before. You can point to environments where your work demonstrably improved observability or automation.
•Understands observability beyond dashboards. You understand that the objective is not simply to build Grafana dashboards, but to provide actionable insight into service health, customer impact and operational performance.
•Can connect observability and automation. You can identify where telemetry, alerts and events can trigger operational workflows or, where appropriate, automated remediation.
•Is tenacious. You will encounter legacy technology, fragmented tooling, competing priorities and processes that have existed for a long time. We need someone prepared to work through those barriers rather than simply document them.
•Takes ownership. You identify a problem, understand it and drive it through to a practical solution.
•Can influence across teams. You can work with infrastructure, database, middleware, application and service management teams to establish common standards and ways of working.

We are not looking for someone to maintain the status quo.

We are looking for an experienced engineer who can see where observability and automation are falling short, has the technical depth to design a better approach, and has the tenacity to turn that approach into working solutions. You will have the opportunity to shape this capability, but with that comes an expectation of ownership, delivery and measurable progress.
Please note that this vacancy is being managed in cooperation with Hays, our external recruitment partner. As part of the recruitment process, you may therefore be contacted directly by a Hays recruiter.

I am Atradius! - Do you want to know who we are?

Get to know Atradius colleagues in this video:
https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s

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You can find further information on our website: https://group.atradius.com