

**2913 Kensington Ave, Philadelphia, PA 19134 | 215-634-5272 |** [www.ppponline.org](http://www.ppponline.org)

**JUNIOR DEVOPS ENGINEER @ PREVENTION POINT**

Start date: ASAP

**Prevention Point Philadelphia (PPP)** is a private, nonprofit public health organization providing harm reduction services to Philadelphia and the surrounding area. PPP is committed to protecting the health and welfare of drug users and sex workers by offering a safe and humane alternative to the war on drugs while advocating for humane public policies and programs.

The breadth of services we provide our community has expanded to include case management, medical care, overdose prevention education, and naloxone distribution. In addition, we offer housing, mail services for the homeless, Medication Assisted Treatment (MAT), legal services, and meals.

**Position Description**

This is a part-time position.

The principal role of a Junior DevOps Engineer will be to learn and provide support for our mixed (Mac/Windows) desktop and cloud hosted development and production environments. This role is responsible for triaging incoming support requests, diagnosing and running support tools, and providing frontline enforcement of the Prevention Point information security and network management policies and procedures.

Prevention Point is continually growing and developing new tools and streamlining processes that require a continually evolving technical skillset. This role will provide growth opportunities to learn DevOps best practices and implementations with practical hands-on experience with the internal development team. Questions should be asked, assumptions should be tested, and understanding how the tools and processes can support this growth will be an integral part of this position. This role presents a unique opportunity to engage technological prowess and creativity in a non-profit to build systems that support efficiency and data management.

**Role and Responsibilities**

* Ask questions and get information in order to diagnose computer problems and discern what level of support is needed when a problem is presented
* Work as part of a team in various situations; maintain composure and assist users of all levels with technical support
* Responsible for learning, troubleshooting, diagnosing and fixing development and production issues
* Development and updating of monitoring solutions, performing software maintenance, and implementing solutions across hosted and internal resources
* Participate in creating and enforcing policies and procedures for security, desktop support, server uptime, and release management
* Provide support for Windows based systems
* Learn and support Linux OS (Linux AMI, Ubuntu)
* Learn and support configuration management tools and processes (SaltStack)
* Oversee performance and compliance management, and manage suppliers of Enterprise Systems and Desktop Services products and services
* Provide direct oversight of enterprise systems and desktop client support teams
* Establish related operational policies and procedures. Identify, develop, and diagnose process improvement opportunities, and communicate policy among Health Union internal customers and other IT service teams
* Infrastructure Management
* Operations Platform Management/Development
* Information Security
* Effectively collaborate and communicate with Health Union Lines of Business, Executive Management and other IT Service teams
* Report out enterprise systems and desktop services operational status
* Establishes and tracks all requests for system enhancements and reports on project status
* Enterprise System Information Security Policy related to business systems - Document governing user access privileges

**Preferred skills**

* Experience that demonstrates comfort with web and software development terminology,
* An ability to communicate with staff of all technical levels
* Ability to troubleshoot common hardware/software issues
* Ability to meet deadlines and adjust to changing priorities
* Ability to follow instructions and work autonomously
* Ability to quickly gain new skills and knowledge when faced with new challenges
* Attention to detail; excellent verbal and written communication skills
* Development or scripting experience is a plus, specifically in Bash, Python, and/or PHP
* Knowledge of AWS, DNS is a plus

**How to Apply**

Please send a resume and cover letter to jobs@ppponline.org with “Jr Dev Ops Engineer” in the subject line. No calls will be taken about this position.