

Position: **Sr. Development Operations Engineer (Dev/Ops)**  
**Job ID 17103245**  
Open: **Q1 2017 – Until Filled**

KSI Data Sciences is the provider of the premier Video and Sensor Data Management Systems for commercial unmanned systems. We are rapidly expanding our Client base and have immediate need to increase our Support Staff for all of our products and service offerings with a Sr. Development Operations Engineer (De/Ops).

KSI Data Sciences has formed strong partnerships with the leading core LTE network providers including AT&T and Verizon, as well as unmanned system platform manufacturers including DJI and VideoRay.

### **Primary Job Functions**

- Program and Provision 4G LTE hardware.
- Actively drive the technology evaluation stage of the sales process by working in conjunction with the Sales team as the key technical advisor and product advocate.
- Articulating technology, product positioning and support to technical and non-technical users via telephone, email, SMS or chat.
- Establish and maintain strong relationships with potential clients.
- Provide direct and indirect support for resolution of escalated customer and internal issues.
- Administer internal systems and cloud service – hardware and software.
- Create and maintain scripts and applications to automate repetitive tasks.
- Work closely with SaaS developers to automate maintenance tasks, upgrade tasks, and product releases.
- Identify all technical issues of assigned accounts to ensure complete customer satisfaction.
- Effectively communicate and coordinate with Field Installation Services.
- Maintain technical documentation for Installation and Service Support.
- Manage and oversee customer data plans with KSI's providers and hardware vendors.
- The foregoing description of responsibilities is not exhaustive and may be modified or added to by the Company in the future.

### **Requirements**

- The ideal candidate must be self-motivated and work equally well in both an un-supervised or supervised environment.

- Expertise with configuration management tools.
- Experience using JSON, NGINX, Python, shell scripts.
- Experience configuring firewalls, load balancers, web servers, and SQL databases.
- Experience with version control systems like hg or git.
- Excellent troubleshooting skills.
- Ability to respond quickly and accurately to diverse requests.
- Strong interpersonal communication skills.
- Committed to developing and documenting processes, and support related activities.
- Solid understanding of IT operations best practices.
- Ability to work under pressure and juggle multiple priorities.
- Experience with SaaS hosting platforms.
- Understanding of service-oriented architecture.
- Experience working with cloud technology such as: Rackspace, EC2, S3, AWS, etc.
- Understanding of networking technologies and protocols, as well as network and application security.
- Experience managing MySQL clusters and/or replication, and an understanding of the tradeoffs between the various approaches to high availability and redundancy in database deployment.
- Experience managing multi-site deployments.
- Participation in on-call rotation is mandatory whereby after hours response in an emergency may be required.
- Out of town travel to trainings, corporate briefings, and trade shows is required approximately 15 days per year.
- Employer will train qualified candidates.
- Minimum 5 years of experience required.
- BS in Computer Science or related field, or comparable experience.
- Current government security clearance or ability to obtain one.
- Experience and deep familiarity with sUAS platforms (such as DJI) and popular Ground Control Software (such as DJI GO and MissionPlanner) is a plus.

## **Benefits**

- Generous PTO
- Paid Holidays
- Friendly and casual work environment in one of the most exciting industries today.

KSI Data Sciences Inc. Sr. Development Operations Engineer (Dev/Ops) [Job ID 17103245]

**Job Type: Full-time**

**Job Location: Virginia**

527 Bridge Street  
Danville, VA 24541

To Apply:

If you are ready to join the team, please include cover letter and resume to [careers@ksidatasciences.com](mailto:careers@ksidatasciences.com). No telephone calls will be accepted.

KSI Data Sciences, Inc. is an equal opportunity employer and does not discriminate against persons on the basis of race or national origin, religion, color, age, disability, marital status, medical condition, or any other protected status. Veterans are encouraged to apply. Proof of US citizenship or current right to work in the US is required.

[www.ksidatasciences.com](http://www.ksidatasciences.com)