



**We are
Red Hat**
and we're hiring

Software Engineer - Cloud Native (Connected Customer Experience) - Python

Job ID: 70737 | Location: CZ-Brno

Company Description

At Red Hat, we connect an innovative community of customers, partners, and contributors to deliver an open source stack of trusted, high-performing solutions. We offer cloud, Linux, middleware, storage, and virtualization technologies, together with award-winning global customer support, consulting, and implementation services. Red Hat is a rapidly growing company supporting more than 90% of Fortune 500 companies.

Job summary

Want to work on a team that combines the best of corporate and startup world? Become a member of a newly-formed team in Brno, which will change the way how customers running their cloud-native applications on Red Hat OpenShift are supported. The Red Hat Connected Customer Experience (CCX) team is looking for a Software Engineer to join us in Brno, Czech Republic. CCX is providing the stability, safety, and knowledge of Red Hat's largest engineering site while being a team with a startup feel and pace. Be prepared to join a team developing components that gather and process health data from systems running our products and tools that predictively use that data to prevent problems before they appear. This is a very high profile project and a unique opportunity to shape the future direction of the entire Red Hat.

Primary job responsibilities

- Develop core Red Hat OpenShift operators that collect data from customer deployments to proactively respond to customer problems and improve Red Hat support experience
- Develop extensions of Red Hat Insights for processing the data collected from customer Red Hat OpenShift deployments
- Design models for automated issue reporting and remediation using Red Hat Insights
- Design and develop advanced data analysis tooling to address problems like config/topology drift, log anomaly detection, log/metric/error correlation, etc.

Required skills

- Open-minded with a deep desire to learn new things
- Working knowledge of any high level language like Python, Go, Ruby, or JavaScript
- Excellent verbal and written communication skills in English
- Proven record of effective team execution and delivering value for the customer

The following are considered a plus:

- Experience with containers, Red Hat OpenShift, or Kubernetes
- Familiarity with microservices architectures
- Experience with Software-as-a-Service (SaaS)
- Red Hat Certified Engineer (RHCE) certification
- Experience with open source software

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