

<b>Role</b>	DevOps Engineer
<b>Location</b>	Remote, UK Based
<b>Reports to</b>	Chief Information Officer
<b>Salary</b>	£50,000

## About evaluagent

evaluagent is the Automated Quality Management (AQM) platform for modern contact centers. We help quality, operations, and CX leaders move beyond sampled QA to 100% interaction coverage, evaluating human and AI agents at scale, coaching performance, and closing the loop between what customers experience and how teams improve. We are headquartered in the UK with a growing North America presence.

## The role

The DevOps Engineer will be responsible for designing, building, and operating the cloud infrastructure that powers evaluagent's products and services. Working closely with engineering teams, you will drive automation, reliability, security, and scalability across our platform while enabling rapid and safe software delivery.

## Our Tech stack

- AWS
- GitHub Actions
- Jenkins
- Kubernetes (EKS)
- MongoDB Atlas
- New Relic
- Terraform / OpenTofu

## What you'll do

- Collaborating with development teams and implementing best practices for software deployment, infrastructure automation, and continuous delivery.
- Designing and implementing scalable and resilient cloud-based solutions using AWS services such as RDS, EC2, S3, SQS, and CloudWatch.

- Managing and configuring Kubernetes clusters (EKS) for container orchestration, including containerisation of applications and troubleshooting.
- Configuring and maintaining Jenkins and GitHub Actions pipelines for continuous integration and delivery.
- Monitoring and troubleshooting production environments using NewRelic and implement effective logging and alerting mechanisms.
- Implementing and maintaining security best practices for cloud-based infrastructure, including user access, network security, and encryption.
- Participating in the evaluation and implementation of new tools and technologies to improve our DevOps processes and practices.
- AWS cost management and FinOps awareness

### **Behaviours and ways of working**

- Strong communication skills with the ability to collaborate effectively across engineering and non-technical teams.
- A team-oriented approach and a willingness to share knowledge and support colleagues.
- Adaptability and comfort working in a fast-moving, scaling environment.
- Strong analytical and problem-solving skills with the ability to troubleshoot complex technical issues.
- Calm and effective under pressure, particularly when supporting production systems.
- High attention to detail and a commitment to operational excellence.
- A continuous learning mindset and enthusiasm for adopting new technologies and practices
- Comfortable working full time in a home working environment

### **Key Skills / Experience**

#### **Essential**

- 3+ years of experience in DevOps, software development or a related field.
- A strong knowledge of AWS services.
- Experience of working with Docker and containerisation of applications.
- Experience with monitoring and logging tools such as Datadog, ELK, Splunk, or New Relic.
- High level scripting skills in languages such as Python, Bash, or Go.
- Knowledge of security best practices for cloud-based infrastructure.
- Experience with Kubernetes, and EKS.
- Proficient in Jenkins and GitHub Actions for continuous integration and delivery.

- Experience of database administration, tuning and some SQL knowledge.
- Experience with infrastructure-as-code tooling such as Terraform/OpenTofu.
- Comfortable working alongside AI coding tools (We use Claude Code) and reviewing AI-generated infrastructure code critically.

### **Desirable**

- Ability to evaluate and gate AI-generated code in CI pipelines.
- Experience supporting AI/ML workloads - model serving, GPU instance types, inference endpoints.
- Familiarity with LLM API integration patterns (rate limiting, cost management, fallback handling).
- Understanding of vector databases or embedding pipelines.

### **Why this role matters**

At evaluagent, our platform powers quality management and performance improvement for contact centres across the globe. As our customer base grows and our product evolves to incorporate AI-driven capabilities, the reliability, scalability, security, and efficiency of our infrastructure become increasingly critical.

The DevOps Engineer plays a key role in ensuring our platform remains resilient, performant, and cost-effective. You will help bridge the gap between development and operations, enabling faster delivery of new features while maintaining the high levels of availability and security our customers expect.

This role is particularly important as we continue to expand our AI capabilities. You will contribute to the infrastructure, deployment pipelines, observability, and operational practices that support both traditional SaaS workloads and emerging AI services. Your work will directly impact customer experience, engineering productivity, platform reliability, and our ability to scale sustainably.