

## Role Profile – Senior Site Reliability Engineer

### ABOUT US

Hostelworld Group is the leading online travel agent focused on hosteling, with a trusted brand and a loyal global community of travellers who value connection, culture and great experiences. We operate across multiple regions with product, technology and commercial teams working together to deliver a world-class platform across web and mobile. We are listed on the London Stock Exchange and Euronext Dublin. Our standard job advert language and location wording will be used in the final posting to ensure consistency with our careers materials.

### About the Role:

This role is a hybrid of software engineering and systems administration, where you will use your coding skills to automate operational tasks, manage infrastructure as code, and reduce manual toil. Our mission is to ensure the reliability, scalability, and performance of our systems, with a specific focus on our Google Cloud Platform (GCP) infrastructure.

You will be a key contributor to our blameless post-mortem culture and will be part of an on-call rotation to respond to and resolve critical incidents.

### Key Responsibilities:

- **System Reliability and Performance:** Design, build, and maintain scalable, highly available, and secure systems on GCP. Define and track key metrics such as Service Level Indicators (SLIs) and Service Level Objectives (SLOs), and manage the error budget to balance reliability and innovation.
- **Automation and Toil Reduction:** This is a core function of the role. You will be responsible for creating sustainable systems and services through automation. You will develop and implement automation for routine operational tasks, infrastructure management, and CI/CD pipelines to improve efficiency and reduce human error.
- **AI Integration:** Leverage AI and machine learning tools to enhance SRE practices. This includes using AI-powered observability to analyze vast amounts of data and detect subtle anomalies and patterns that would be invisible to human observers, as well as using AI for predictive analytics to anticipate potential issues before they impact users. You will also use AI tools to automate root cause analysis and streamline incident response.
- **Cloud Infrastructure Management:** Use Infrastructure as Code (IaC) principles to manage our GCP environment, including container orchestration platforms like Kubernetes.

- **Incident Management and Response:** Participate in the on-call rotation to respond to and resolve critical incidents. Conduct blameless post-mortems and implement long-term fixes to prevent recurrence.
- **Observability:** Implement and maintain comprehensive monitoring, alerting, and logging solutions to provide real-time visibility into system health and performance. You will build monitoring that alerts on symptoms rather than on outages.

## Required Skills and Experience:

- **Experience:** A minimum of 3 years of professional experience in a senior technical SRE role is required
- **Cloud Ecosystems:** Deep expertise in at least one major cloud provider (**GCP, AWS, or Azure**). While our stack is GCP-native, we value candidates who understand core cloud-agnostic architecture and can translate their skills across platforms.
- **Kubernetes Mastery:** Extensive hands-on experience with **Kubernetes (K8s)** is a core requirement. You should be comfortable managing production-grade clusters, including container orchestration, service mesh, and scaling strategies.
- **Programming and Scripting:** Proficiency in Python or NodeJS is required for automation, tool development, and general scripting.
- **Data Persistence:** Practical experience managing and scaling both relational and NoSQL databases, such as **MariaDB/MySQL** and **MongoDB**.
- **CI/CD:** Experience with CI/CD tools and building automated pipelines. Familiarity with GitOps workflows and tools
- **Operational Mindset:** A proactive, "break-it-to-fix-it" approach. You are passionate about observability (SLIs/SLOs), incident response, and performing blameless post-mortems to prevent future issues.
- **Communication:** The ability to articulate complex technical issues and solutions to both technical and non-technical stakeholders.

## LOCATION AND WAYS OF WORKING

This role is based Portugal. We support hybrid working and make use of our Porto hub for in-person collaboration as needed.

## OUR BEHAVIOURS

Our behavioural framework focuses on how we achieve results. For this role, here is what each behaviour looks like in a

- **Master it:** We strive for technical excellence. You are constantly learning new things and looking for ways to improve our systems and processes.

- **Collaborate:** We work as a team to solve problems. You're able to work with different teams, share knowledge, and build strong relationships.
- **Adapt:** We embrace change. You're able to adjust to evolving technologies and changing organizational needs to deliver the best solutions.
- **Deliver:** We get things done. You take ownership and pride in delivering high-quality, reliable systems that meet our users' needs.
- **Grow others:** We help our teammates succeed. You're willing to mentor junior engineers and share your expertise to help the entire team grow.

We welcome applications from all backgrounds and commit to ensuring equal opportunities for everyone.