



POSITION OVERVIEW

Job Title: Sr Reliability Engineer
Business Title: Senior Site Reliability Engineer
Job Code: SRRELENG
FLSA Status: Exempt
Department: Cloud Engineering, Mosaic Clinical Technologies
Reports to: Manager, Cloud Engineering
Location: Remote (United States)
Draft Date: 5/29/2026
Revision Date: N/A
Approved By: James Akers
Role: Individual Contributor

Position Summary

The Senior Site Reliability Engineer owns the reliability, performance, and operational excellence of Mosaic Clinical Technologies' platform and infrastructure. This role works closely with architects, engineers, and software developers to define and enforce service-level objectives, lead production incident response, and drive automation that ensures clinical workflows consistently meet uptime and performance expectations. This position serves as the team's reliability subject matter expert, supporting a national footprint of imaging workflows where availability and latency are critical to patient care.

Position Duties and Responsibilities

- Defines, measures, and continuously improves Service Level Indicators (SLIs), Service Level Objectives (SLOs), and error budgets for the Platform and Clinical Applications, in partnership with Enterprise Architects and Software Development teams.
- Leads production incident response, root-cause analysis, and blameless post-mortems for high-severity incidents, and drives corrective actions through to closure.
- Designs, builds, and maintains observability tooling across logs, metrics, and distributed traces to enable proactive identification and resolution of reliability issues.
- Improves the reliability and performance of the Platform's containerized workloads, including service mesh, ingress, autoscaling, and capacity planning.
- Develops automation, runbooks-as-code, and self-healing systems to reduce operational toil and minimize impact to our Radiologists.
- Applies an enterprise-wide view to reliability solutions to support the adoption of standards and practices and promote reusable patterns.
- Contributes to disaster recovery planning, chaos engineering exercises, and load and failure testing.
- Continuously evaluates the Platform for reliability, performance, and efficiency improvements, with a focus on reducing mean time to detection and mean time to recovery.
- Participates in a sustainable on-call rotation supporting clinical-grade production systems, with clear runbooks, secondary support engineers, defined escalation paths, and post-incident recovery time.



- Partners with Software Development teams across the software development lifecycle (SDLC) to embed reliability practices into release management, code review, and deployment pipelines.
- Promotes communication and cooperation among teammates to create a spirit of unity in the department.
- Works closely with leadership and teammates to improve work relationships, build morale, and increase productivity and retention.
- Performs other duties as assigned.
- Up to 10% travel as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge

- Understanding of Site Reliability Engineering principles, including service-level objectives, error budgets, and toil reduction.
- Understanding of cloud platforms (AWS, Azure, GCP) and their managed services.
- Understanding of Kubernetes architecture, container orchestration, and production cluster operations.
- Understanding of modern observability practices including logs, metrics, and distributed tracing.
- Understanding of incident response methodologies, root-cause analysis, and blameless post-mortem practices.
- Understanding of Linux operating systems, networking fundamentals, and distributed systems concepts.
- Understanding of healthcare industry regulations and compliance frameworks including HIPAA and HITRUST.

Skills

- Proficiency in scripting and automation languages such as Python, Go, or Bash.
- Proficiency in Infrastructure as Code tools such as Terraform or CloudFormation.
- Proficiency in operating production Kubernetes environments, including troubleshooting and reliability tuning.
- Proficiency in defining, instrumenting, and operating against Service Level Indicators and Service Level Objectives.
- Proficiency in modern observability platforms such as Datadog, Prometheus / Grafana, CloudWatch, or Azure Monitor.
- Proficiency in version control workflows (Git) and CI/CD pipeline operations.
- Proficiency in computer software including Microsoft Office Products (Word, Excel, Outlook, PowerPoint).

Abilities

- Ability to lead cross-functional incident response under pressure and communicate clearly during production outages.
- Ability to translate reliability concepts to both technical and non-technical audiences.
- Ability to balance competing priorities across reliability, security, and feature delivery.
- Ability to drive continuous improvement through measurable outcomes.



- Ability to work collaboratively with engineering, security, and operations teams.
- Ability to maintain confidentiality of sensitive healthcare, patient, and operational data.
- Ability to participate in on-call rotations and respond to production incidents outside of standard business hours.

REQUIRED QUALIFICATIONS ["must haves"]

Education

- Bachelor's degree in Information Technology, Computer Science, Engineering, or a related field.

Experience

- 5+ years of experience in Site Reliability Engineering, DevOps, Platform Engineering, or Production Engineering supporting high-availability production systems.
- Production experience operating Kubernetes at scale, including cluster operations, workload reliability tuning, and incident response.
- Strong production experience with AWS, particularly EKS, IAM, VPC, and the broader managed services ecosystem; equivalent depth in another major cloud provider (Azure, GCP) will be considered.
- Proficiency with Linux systems administration and operational fundamentals.
- Proficiency in at least one scripting and automation language (Python, Go, Bash, or equivalent).
- Demonstrated experience defining and operating against Service Level Indicators (SLIs) and Service Level Objectives (SLOs), or equivalent reliability frameworks.
- Experience leading production incident response and writing post-mortems for high-severity outages.
- Working knowledge of modern observability platforms including logs, metrics, and distributed tracing.
- Experience with Infrastructure as Code technologies such as Terraform or CloudFormation.
- Up to date understanding of best practices regarding system security measures using cloud technologies.

Licenses, Certifications, or Credentials

- None required.

Equivalency

- Any equivalent combination of education and experience that provides the required knowledge, skills, and abilities will be considered.

Preferred PROFESSIONAL SKILLS AND EXPERIENCE

Education

- Master's degree in Computer Science, Engineering, or a related field.

Experience

- Experience working in healthcare IT, particularly Enterprise Imaging environments.



- Familiarity with radiology-centric applications such as PACS, EMRs, VNAs, and Voice Recognition systems, and their interoperability standards.
- Working understanding of DICOM and HL7 protocols.
- Familiarity with HIPAA, HITRUST, or other healthcare compliance frameworks.
- Experience with service mesh (Istio, Linkerd, or equivalent) and ingress controllers in production Kubernetes environments.
- Familiarity with modern software development lifecycle (SDLC) practices, including version control workflows, code review, release management, and partnering with development teams to embed reliability into the build and deployment pipeline.
- Experience with CI/CD tools such as Jenkins, ArgoCD, GitHub Actions, or equivalent.
- Experience with container security tooling (CrowdStrike, Aqua, Sysdig, or equivalent).
- Experience with network infrastructure (load balancing, TCP/IP, HTTP, gRPC, DNS) and database operations (PostgreSQL, MySQL, Oracle, or equivalent).
- Experience with chaos engineering, game-day exercises, or other proactive reliability testing methodologies.
- Demonstrated experience developing and deploying complex cloud solutions in a regulated industry (healthcare, financial services, or equivalent).

Certifications

- AWS Certified Solutions Architect, AWS Certified DevOps Engineer, or Certified Kubernetes Administrator (CKA) / Certified Kubernetes Application Developer (CKAD).

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☒ **Never** ☐ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☒ **Never** ☐ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☐ Occasionally ☒ **Constantly**

Moving about to accomplish tasks or moving from one worksite to another.

☐ Never ☒ **Occasionally** ☐ Constantly

Adjusting or moving objects up to 15 pounds in all directions.

☐ Never ☒ **Occasionally** ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ **Constantly**

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ **Constantly**

Operating machinery and/or power tools.

☒ **Never** ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☒ **Never** ☐ Occasionally ☐ Constantly



Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ **Constantly**

Environmental Conditions

Low temperatures.

☒ **Never** ☐ Occasionally ☐ Constantly

High temperatures.

☒ **Never** ☐ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☒ **Never** ☐ Occasionally ☐ Constantly

Noisy environments.

☒ **Never** ☐ Occasionally ☐ Constantly

Hazardous conditions.

☒ **Never** ☐ Occasionally ☐ Constantly

Poor ventilation.

☒ **Never** ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☒ **Never** ☐ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☐ Never ☐ Occasionally ☒ **Constantly**

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☐ Occasionally ☒ **Constantly**

Light work that includes moving objects up to 20 pounds.

☐ Never ☒ **Occasionally** ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ **Never** ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ **Never** ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date