



Job Title: Production Support

Job Location: Bucharest, Romania

Metropolitan Life, Inc (“Metlife”) has helped generations of people around the world protect their families and finances. We are one of the world’s leading financial services companies, providing insurance, annuities, employee benefits, and asset management to our individual and institutional customers.

Role Value Proposition:

Responsible for the availability, reliability and performance of platform services and applications, ensuring they meet the requirements of internal and external users.

Key Responsibilities:

- Lead the adoption of modern reliability practices across a feature.
- Designs basic software components, systems, software platforms, frameworks and features to improve availability, scalability, latency and efficiency of products including the test execution of the design.
- Designs basic instrumentation/alerting/monitoring of systems and designs automated recover processes.
- Measure and monitor availability, latency and overall system health. Communicate metrics surrounding incidents and overall feature health.
- Facilitate sustainable incident response and blameless postmortems while communicating out learnings to the team.

Essential Business Experience and Technical Skills:

- Highly analytical, methodical with excellent attention to detail.
- Long-term vision, experimentation mentality
- Ability to think strategically, assess business risk and apply creative problem-solving skills
- Strong team player and ability to learn quickly
- Proactive work style, especially as it relates to project, client and partner follow-up
- Ability to manage multiple work-streams simultaneously
- Awareness of various work styles, communication and cultural differences and needs; ability to adapt to each audience’s unique approach
- Strong relationship-building skills - internal colleagues, 3rd parties, suppliers / vendor management – on and off-shore
- Delivery focused
- Customer service focused
- Proactive and motivated
- Builds trusted relationships and collaborates across global, diverse and multi-functional teams to successfully drive business objectives.

Required:

- BA/BS in Comp Science/IS/Engineering

- Typical 2+ years' experience (total)
- DevSecOps experience
- Ability to work with applicable collaboration tools that drive an end-to-end delivery of product through persistent teams.

Preferred:

- Agile certifications: SAFe Certifications (SSM, SP) & Scrum Certifications

Key Relationships

Reports to: Head of IT

Other Key Stakeholders:

- Governance lead (PM)
- Infrastructure Lead
- Product Owner
- Local Business Leaders: Strategy, Distribution & Analytics
- Local Functional Leaders: IT, Marketing, Operations, HR, Finance, Legal
- Other Global Leaders: ITRS, Data Strategy, Architecture

Metropolitan Life is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is the policy of Metropolitan Life to ensure equal employment opportunity without discrimination on any basis protected by law. We welcome applications from candidates of all backgrounds, ethnicities, genders, religions, and sexual orientations. We strive to find the best candidate for all positions and a diverse range of applicants ensures we widen our talent pool to achieve this. Any applicants with disabilities and neurodiverse conditions, please do let us know about your reasonable adjustments to ensure that we can best meet your needs.

At Metropolitan Life, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.

We ensure to reward and recognize our employees for their contributions and accomplishments at work. We value our employees' commitment to their work by offering a competitive and extensive compensation and benefits package. This includes country specific paid holidays, performance-based bonus, health insurance, income protection and pension benefits. Metropolitan Life will also assist in the funding of professional fees for employees where it is relevant and aligned to your position within the organisation. MetLife reserve the right to make a judgement on whether the subscription is relevant or not to your role as well as cease the payment at any time. This type of subscription will not incur "benefit in kind" tax

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