



# Vacancy

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## Company Profile:

**Stackfusion Private Limited** is an infrastructure automation company that develops **both software and hardware solutions** to automate vehicle access, parking, tolling, and operational workflows across large infrastructure environments. Our platforms combine technologies such as computer vision, IoT-enabled devices, and cloud infrastructure to deliver reliable and scalable automation systems.

Stackfusion provides end-to-end solutions for sectors including **airports, shopping malls, tech parks, hospitals, mines, manufacturing facilities, and seaports**, helping organisations streamline operations, improve security, and gain real-time visibility into their infrastructure. Our mission is to modernise critical infrastructure through intelligent, technology-driven automation.

To know more, visit our website: [www.stackfusion.io](http://www.stackfusion.io)

**Position:** DevOps and Support Engineer

**No. of Positions:** 2

**Location:** Pune

## Key Responsibilities

### Client Support & Technical Assistance

- Act as the primary point of contact for clients and provide technical support via phone, email, and chat.
- Troubleshoot and resolve customer issues and system-related inquiries in a timely and efficient manner.
- Escalate complex technical issues to the development or infrastructure teams when necessary.
- Provide training and guidance to clients on using the company's products and services.
- Assist clients with system integrations, deployments, and customisations based on their requirements.
- Analyse client data and system performance to identify improvement opportunities and recommend solutions.

### DevOps & Infrastructure Management

- Design, implement, and maintain cloud-based infrastructure using technologies such as Kubernetes, Docker, and Terraform.
- Develop, maintain, and optimise CI/CD pipelines for efficient software delivery.
- Build and manage Infrastructure as Code (IaC) using Terraform or similar tools.
- Monitor and analyse system performance metrics using tools like Prometheus, Grafana, or the ELK stack.



- Troubleshoot and resolve issues related to cloud infrastructure, deployments, and production environments.
- Implement security policies and best practices across infrastructure and applications.
- Automate routine operational tasks to improve efficiency and reliability.

### **Collaboration & Continuous Improvement**

- Work closely with development, QA, and product teams to ensure smooth software delivery.
- Participate in incident management and root cause analysis to prevent recurring issues.
- Contribute to improving system reliability, scalability, and performance.
- Stay updated with emerging trends and technologies in DevOps, cloud computing, and infrastructure automation.

### **Required Qualifications**

- Bachelor's degree (BSc/BTech) in Computer Science or a related field.
- 1–2 years of experience in DevOps, technical support, or a related engineering role.
- Strong understanding of cloud infrastructure (AWS, GCP, Azure, or DigitalOcean).
- Experience with Docker and container orchestration tools such as Kubernetes.
- Experience with CI/CD pipelines and version control systems such as Git.
- Knowledge of Python, Shell scripting, or similar automation languages.
- Familiarity with web frameworks such as Django.
- Strong troubleshooting, analytical, and problem-solving skills.
- Ability to communicate technical concepts clearly to non-technical clients.
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Willingness to work in a rotational shift environment if required.

### **Preferred Qualifications**

- Experience with Infrastructure as Code tools such as Terraform, Ansible, or CloudFormation.
- Experience with microservices architecture using Docker and Kubernetes.
- Familiarity with web servers and proxies such as Nginx, HAProxy, or Traefik.
- Experience with monitoring and logging tools such as Prometheus, Grafana, or ELK stack.
- Experience with databases such as PostgreSQL, MySQL, or MongoDB.
- Knowledge of authentication and authorization systems such as OAuth2 or OpenID Connect.
- Familiarity with Agile methodologies such as Scrum or Kanban.
- Exposure to serverless architectures (AWS Lambda, Azure Functions, Google Cloud Functions).

#### **Process:**

1. HR Interview
2. Technical Interview
3. Assignment Round



#### 4. Operations Round