



Job Title: DevOps Software Engineer

About Us: WhaleSpotter is a technology startup specializing in marine mammal detection systems (thermal-imaging based, SaaS model with AI and human-in-the-loop validation), catering to industries such as shipping companies, cruise lines, ferry operators, wind farms, and navies. Our products support regulatory compliance and sustainability goals, making a real-world impact on marine ecosystems and commercial operations. We are seeking engineers experienced in building robust hardware and software, working with partners to deliver, and working with customers to ensure successful deployment.

Job Overview: The DevOps Software Engineer will be responsible for developing and releasing code to keep the SaaS component of WhaleSpotter running 24x7. He/She will create automation to onboard new customers, periodically check the health of the system, and remediate problems.

WhaleSpotter is headquartered in GreenTown Labs in Somerville. This position will be a combination of in-person in Somerville and remote work.

Key Responsibilities:

Operate a 24x7 SaaS system

- Monitor and alerting of system health, ensuring the system is always running
- Roll out patches and new features as necessary
- Back-up and secure the system
- Proactively notify WhaleSpotter leadership (and customers) of downtime or outages

Implement product features

- Automate customer onboarding, configuration, and calibration processes
- Reporting - initial customer use and regular reports
- Scale the system capabilities as the customer base grows
- Integrate, as necessary, to external systems such as WRAS or customer navigation systems.

Interface with Customer Success and executives

- Create a streamlined notification process for any operational issues
- For any repeated customer operational issues, solve the problem and build operational procedures to avoid in the future
- Maintain a customer first approach
- Work with the hardware team on software/hardware integration
- Work with the customer success team for any customer communications

Required Qualifications:

- Experience coding in structured languages, ideally Python (Bash, Java Script)
- Experience with Infrastructure-as-Code (Terraform, Ansible)
- Experience with database systems (SQL, no-SQL)
- Experience running continuous integration, software deploy and rollback, automated testing, and production monitoring.
- Excellent verbal and written communication skills
- Operational management skills, with a track record of creating stable operational procedures that consistently succeed without intervention.
- Ability to thrive in a fast-paced, dynamic environment with a strong emphasis on teamwork

Employment at WhaleSpotter is a unique opportunity at an innovative company with a product that makes a tangible impact on marine conservation and industrial operations.