



## DevOps Lead

### Everyone Is Welcome

We want to work alongside great people who care deeply and align with our shared values. We welcome the unique contribution that you can make with your education, opinions, culture, ethnicity, race, gender, gender identity and expression, nation of origin, age, colour, religion, disability, sexual orientation, and beliefs. If you haven't seen yourself appropriately represented in the technology and summer camp industries, we encourage you to apply - **you are welcome here**.

### About CampBrain

CampBrain is a 45-person company in downtown Toronto. We create web-based registration software for summer camps, schools, and conference centres. We have a well-earned reputation for great software backed by incredibly competent and dedicated customer service. We do business in a straightforward and honest style.

### About this Position

After consistent growth of our web platform, we're coming to understand the importance of a professional DevOps team. The "DevOps Lead" is a new position at CampBrain – it's a wide-open opportunity to bring everything you know and build our DevOps practice from the ground up, bringing us to a new level of competence in building, deploying, testing, and monitoring our application.

### What will your responsibilities be?

- Build and lead the DevOps Team.
- Build, manage, and maintain public cloud environments that deliver SaaS applications; mitigate vulnerabilities and dependencies; optimize for performance; and evolve them as needed.
- Produce high quality, simple, and elegant solutions to challenging problems.
- Collaborate with the Development, Product, and Support teams.
- Participate in technical reviews and provide critical and thoughtful guidance to best practices in relation to Azure, CI/CD Pipeline, infrastructure as code, and database administration.
- Contribute to the architecting of solutions to complex problems of a high volume/big dataset environment.
- Monitor, track, and troubleshoot production issues related to site availability, performance, and data accuracy.

## What do you bring to the table?

- Experience developing automation infrastructure solutions for production-grade SaaS applications at scale.
- You operate with a growth mindset and demonstrate an appetite for learning about modern technologies.
- You take pride in what you create, you're highly accountable, and you collaborate with team members to help improve the team's performance.
- You demonstrate a strong work ethic, setting an example for others by proactively tackling challenges, identifying root causes, and implementing solutions.
- You have a deep knowledge managing SaaS applications on Azure.
- You have a programming background with experience in C#, JavaScript, Python, or other similar languages.
- You work with large scale SQL databases, preferably Azure SQL Server.

## What's in it for you?

- A chance to hone your leadership ability with a team of seasoned developers.
- An opportunity to build world-class internet-scale software in a socially impactful market.
- An environment to grow and evolve your technical skills by enhancing an existing code base while introducing new frameworks and technologies.

# Why you should work here

<p>A strong set of values guides our decision-making at every level.</p>	<p><i>During your interview, push us to provide examples of our values in action.</i></p> <p><b>DEMONSTRATE CARE:</b> With empathy and kindness, we demonstrate deep care for each other, our community, and the work we do.</p> <p><b>BRING JOY:</b> We show up with positivity, laughter, and delight.</p> <p><b>LEARN CONTINUOUSLY:</b> With humility and curiosity, we embrace learning and improving.</p> <p><b>COMMUNICATE AUTHENTICALLY:</b> With candor and respect, we communicate openly.</p> <p><b>THINK LONG-TERM:</b> We focus on long-term, sustainable value.</p>
<p>We're profitable and established.</p>	<p>CampBrain is not a start-up. Founded in 1994, we are a stable, profitable, privately held company. We have a proven track-record, a viable product, and loyal paying customers.</p>
<p>Your work will be valued, it will be important, and it will matter.</p>	<p>You'll be working on our flagship product. The quality and stability of our product impacts millions – literally millions - of people each year.</p>
<p>You'll work with a talented team.</p>	<p>We are smart, funny, empathetic, kind, and we care about the quality of our product and service.</p>
<p>We have interesting challenges and there is a lot to learn.</p>	<p>One million campers will register through our system this year resulting in almost a billion dollars of e-commerce. Operating at this scale raises unique issues and demands smart architecture.</p>
<p>You can work from home.</p>	<p>We have all been working from home for more than a year, and many of us will continue to do so even after the office opens again. This position is open to anyone in Canada and working hours are in Eastern Time.</p>
<p>The office is cool.</p>	<p>Should you choose to work in the office, we have 8000 square feet in an old brick-and-beam building that used to be the Heintzman Piano Factory. The space is open and bright with lots of natural light.</p>

The office is 1 km east of the King Subway Station in Downtown Toronto. The neighbourhood is in the middle of a vibrant renewal. We're near coffee shops, restaurants, the Distillery District, the St. Lawrence Market, and 20-metres from a great independent espresso bar.

#### Company culture and events.

We are a close-knit team building a product and company we love. The people we work with and our office culture are incredibly important to us and we work hard at it.

- Family weekends at camp
- Axe throwing, brewery tours, archery dodgeball & baseball games
- Potluck lunches, cookie exchanges
- Bowling Night and Poker Night
- [Canoe Heads for Kids](#): Raising money to get more kids to camp
- Cooking classes

Check us out on [Instagram](#) for more.

## Interested? Good... we need you.

**IMPORTANT: Include a cover letter!** Use it to set yourself apart and make yourself stand out. Tell us about an achievement you are most proud of – include your résumé and send it to [careers@campbrain.com](mailto:careers@campbrain.com).

If assistance or an accommodation would be helpful in your application, please get in touch at [careers@campbrain.com](mailto:careers@campbrain.com).

Check out <https://www.campbrain.com/careers> to see what it's like to work here and understand what we're about.

# 2021 NPS Survey Comments:

- 10**  [redacted] March 31, 2021, 11:05 a.m.    
 Unassigned 

EXCEPTIONAL customer support.

Campbrain is a heavy-hitting tool with boundless options for customization. It's easy to love your software when you can make the most of it, and that wouldn't be possible without the exceptional support CB offers.
- 10**  [redacted] March 30, 2021, 11:16 a.m.    
 Unassigned 

CampBrain's customer service is by far the best I've ever experienced! The system is complex but makes it possible to do so many things and customizable for our unique camp enrollment needs. Can't say enough about the quality of the product and the people behind it, thank you!
- 10**  [redacted] March 16, 2021, 11:01 a.m.    
 Unassigned 

I've always been amazed by your customer service. Anytime I need anything, you are quick to respond and always helpful. I feel valued as a customer.
- 9**  [redacted] March 1, 2021, 11:41 a.m.    
 Unassigned 

Your customer service is the best. I appreciate how intentional you are about including your customers in product development. I have also found that your customer service reps are patient and cheerful even when I call with questions that sometimes have obvious answers. :) Great job!
- 10**  [redacted] Feb. 3, 2021, 1:17 p.m.    
 Unassigned 

the quality and efficiency of the product. It is best Camp software i have seen. You listen to our needs and care about our industry.
- 10**  [redacted] Feb. 1, 2021, 12:09 p.m.    
 Unassigned 

Consistency and excellence. Seriously - I have rarely ever been disappointed in CampBrain and your team is always on par with customer service and excellence in your product.
- 10**  [redacted] Jan. 22, 2021, 4:38 p.m.    
 Unassigned 

CampBrain is a quality software with excellent support. The company is built on relationships, and they are there when we need them. I trust them because they are always there when we need them.

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[Redacted] Feb. 1, 2021, 11:11 a.m.  
Unassigned ▾



Most important?? That is tough. I am going to go with customer service. The product is amazing. Innovation is happening all the time. But it is the customer service that makes you the best. Campbrain listens to the users and hears our needs and understands the glitches and does something about it. If only every company was like CampBrain!

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[Redacted] March 31, 2021, 12:18 p.m.  
Unassigned ▾



Love everything about you guys! Your website functionality, your user interface, your reporting systems, your responsive updates, the ease of accessing help when I need it, your being in Canada, your fun and informative newsletters...  
I realize it's been a tough year for everyone, but you've done everything so well that I don't have a single suggestion for something CampBrain could improve.  
Please know that we're over here on the east coast, appreciating you very much!

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[Redacted] April 1, 2021, 3:29 p.m.  
Unassigned ▾



I LOVE the customer service that CB offers us. There much smaller companies that don't give this kind of service. ALL companies that have to deal with customers should look to CampBrain for direction!

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[Redacted] Jan. 21, 2021, 11:02 a.m.  
Unassigned ▾



Camp Brain is made for camps...everything about it is intentionally and thoughtfully designed to meet the needs of a camp. It has been an incredible tool for my camp experience and it is always getting better! Also, customer service and support is outstanding. Always prompt and extremely knowledgeable and helpful. I rarely find so little fault with a management system and it's support team. I have been using Camp Brain since 2016 and have loved every moment of it!