

# Technical Duty Officer - SaaS Infrastructure and Operations Team

Adobe believes in hiring the very best. We are known for our vibrant, dynamic and rewarding workplace where personal and professional fulfillment and company success go hand in hand. We take pride in creating exceptional work experiences, encouraging innovation and being involved with our employees, customers and communities. We invite you to discover what makes Adobe such a great place to work.

Send your resume to: [hr-romania@adobe.com](mailto:hr-romania@adobe.com)

## Position Summary

The Technical Duty Officer for SaaS Operation will be instrumental in the success of Adobe's new SaaS offering. You will work across Adobe Business Units with their SaaS teams to Lead Incident Response, Drive Problem Management and Coordinate Change Management. Your focus will be on driving incident resolution to minimize business impact. You will manage incident postmortems to isolate root cause and track action items assigned to multiple teams. You will help publish a monthly calendar of changes and a weekly incident report. You will participate in the design of dashboards to inform management on Key Performance Indicators. You must be willing to work flexible hours to support your team requirement to provide 24x7x365 Incident Management support.

### Responsibilities:

- respond to SaaS Incident within 5 minutes of automated notification
- work shift hours
- drive successfully the Incident Response process
- coordinate postmortem within 5 business days
- produce weekly incident reports
- publish metrics and dashboards
- manage Change Management Calendar
- communicate 24 hr notice on urgent planned outages
- support process improvements

### Requirements

- 5-10 years experience in incident management
- must have experience handling operational situations
- cross-functional team experience a plus
- excellent communication skills necessary
- ITIL v3 knowledge a plus
- specific experience with SaaS beneficial
- basic knowledge Windows Linux and Unix

- understanding of Network Architecture: Routers, Load Balancers, DNS, Firewalls and Protocols
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- good English language knowledge, written and spoken

## Qualities

- must be assertive
- should be able to maintain a steady composure under pressure
- remains focused on restoring service in the event of a system failure
- consistent in actions
- firm believer that consistent processes yield predictable outcome
- must find operational duties rewarding
- strong commitment to resilience

## Bonuses & benefits

We offer the opportunity to build a career in a rapidly expanding software company, working with international technology groups. Excellent [benefits package](#) including [Stock Options Plan](#), Medical and Life insurance, and more.

Adobe believes personal fulfillment and company success go hand in hand, sustaining one another. In fact, our dynamic, rewarding working environment is well known - including eight years on [FORTUNE magazine's "100 Best Companies to Work For"](#) and other, similar accolades. By hiring the very best and brightest, Adobe continues to be a simply better place to work - creating a dynamic environment today and providing incentives for future achievement.

## About Adobe

[Adobe \(NASDAQ: ADBE\)](#) revolutionizes how the world engages with ideas and information. For 25 years, the company's award-winning software and technologies have redefined business, entertainment, and personal communications by setting new standards for producing and delivering content that engages people virtually anywhere at any time. From rich images in print, video, and film to dynamic digital content for a variety of media, the impact of Adobe solutions is evident across industries and felt by anyone who creates, views, and interacts with information. With a reputation for excellence and a portfolio of many of the most respected and recognizable software brands, Adobe is one of the world's largest and most diversified software companies.

[Adobe's office in Romania](#) serves as a Research and Development center and focuses on improving Adobe products such as [Dreamweaver](#), [Business Catalyst](#) and [AIR](#) and researching related web technologies. The center also provides Adobe with greater access to the business community and the expertise in the growing Eastern European market. You will find here [passionate, exceptional and unique individuals](#) who use their skills to shape the next web technologies. You will be a part of a dynamic and rewarding work environment which is well-known around the world. You will discover the excellent benefit plans and challenging programs at Adobe.

Adobe is an equal opportunity/affirmative action employer. We welcome and encourage diversity in the workplace.