Senior DevOps Engineer

Location: Ames, IA / Hybrid
Hours/ Work Status: Full Time / Exempt

About Bound

We believe an athletic director's job is one of the most critical in a community: to shape the lives and experiences of student-athletes. But as we listened, we learned that with dwindling budgets and growing responsibilities, they've had no choice but to spend more time managing logistics than leading their teams and programs. After countless conversations, we gained a deep understanding of their challenges, from handling transactions to managing schedules and tracking results.

This insight was the catalyst for Bound. We created an all-in-one platform to give ADs back their time. With our OneSchedule Technology at its core, our platform integrates essential tools like Activity Registration, Tickets and Passes, and 20+ additional solutions. Today, Bound empowers schools across the country to manage every aspect of their athletics and activities, all within a single, unified solution.

We're not just a software company; we are a team made up of former athletic directors, administrators, coaches, parents, and fans. We all share one core belief: in the power of youth sports and activities to positively impact communities and the people who live in them.

About the Role

As a member of our engineering team, you'll play a key role in building, operating, and scaling the infrastructure that powers the Bound platform. With Bound entering an exciting phase of growth, your work will directly support platform reliability, developer velocity, and long-term scalability. You'll own and evolve our AWS infrastructure and Kubernetes (EKS) environment using modern DevOps practices like Infrastructure as Code and GitOps.

This role is hands-on and impactful—you'll work closely with product engineers to ensure the platform is secure, observable, and easy to operate. As Bound continues to scale, a flexible mindset and willingness to occasionally assist with support or operational initiatives will be especially valuable.

Key Responsibilities

Cloud Infrastructure & Platform Operations

- Design, maintain, and evolve Bound's AWS infrastructure to be secure, scalable, and cost-effective.
- Own and operate Kubernetes (EKS) clusters, ensuring high availability, performance, and reliability.
- Manage networking, IAM, security groups, load balancing, and other AWS-native services.

Project Support

- Define and maintain infrastructure using Infrastructure as Code tools, with a focus on cdk8s.
- Implement and maintain GitOps workflows for Kubernetes and infrastructure changes.
- Ensure all infrastructure changes are version-controlled, reviewed, and auditable.

Reliability, SLOs & Incident Response

- Define, measure, and evolve Service Level Objectives (SLOs) and related SLIs to ensure platform reliability aligns with business expectations.
- Build and maintain monitoring, logging, and alerting to support SLOs and proactive issue detection.
- Participate in a shared on-call rotation to respond to incidents and ensure timely resolution.
- Lead or contribute to incident reviews and postmortems, focusing on root cause analysis and long-term fixes.
- Partner with engineering teams to improve resiliency, reduce toil, and protect error budgets.

CI/CD & Developer Enablement

- Maintain and improve CI/CD pipelines to support safe, fast, and repeatable deployments.
- Work closely with application engineers to streamline local development, deployment, and operational workflows.
- Help define operational standards and best practices across teams.

Collaboration & Communication

- Partner with engineers, product, and stakeholders to align infrastructure and reliability decisions with business goals.
- Clearly communicate incidents, risks, and reliability tradeoffs to technical and non-technical audiences.
- Advocate for reliability-focused engineering practices across the organization.

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Required Qualifications

- Extensive, hands-on experience with AWS, including services such as EC2, VPC, IAM, RDS, S3, ELB/ALB, and CloudWatch
- Strong production experience operating Kubernetes, with a focus on Amazon EKS
- Experience defining and operating systems against SLOs / SLIs
- Experience participating in on-call rotations and incident response for production systems
- Proven experience running and supporting production workloads at scale
- Strong understanding of cloud networking, security, and identity management
- Experience building and maintaining CI/CD pipelines
- Comfort owning systems end-to-end, from design through production support

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Preferred Qualifications (Nice to Have)

- Experience with GitOps tools such as Argo CD
- Familiarity with progressive delivery tools like Kargo
- Experience using Sentry and/or Datadog for monitoring, alerting, and observability
- Experience with Prometheus and Grafana for metrics, dashboards, and alerting
- Strong understanding of Kubernetes networking, security, and deployment patterns

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Who You Are

- You thrive in an entrepreneurial environment where ideas move quickly, and you're energized by the chance to shape solutions, influence direction, and help the team pivot when needed.
- You're self-directed and accountable. You appreciate having clear ownership of your work so you can manage your time intentionally, deliver on company goals, and still protect space for the moments in your life that matter.

Work Hours & Flexibility

Bound does not operate on a traditional "routine" workweek. When work needs to be done, we collaborate to get it done — whether that's in the morning, afternoon, evening, or occasionally on weekends.
 At the same time, Bound supports flexibility for personal needs, family events, appointments, and time to recharge. Employees are trusted to manage their schedules while meeting deadlines and delivering high-quality work.

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Work Location

Bound supports **remote and hybrid** work. Some roles may require on-site presence depending on team needs and responsibilities. Location expectations for this role: Hybrid / Ames IA Office

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Physical Requirements (Essential Job Functions)

- Ability to remain in a stationary position for extended periods while working at a computer, writing Infrastructure as Code, monitoring systems, or participating in incident response.
- Ability to operate a computer, keyboard, mouse, and other standard office equipment required for cloud infrastructure management and engineering collaboration.
- Ability to communicate clearly in virtual and in-person settings, including during incident calls, cross-functional discussions, and technical reviews.
- Ability to occasionally move about the office or workspace to access equipment, support on-site troubleshooting, or collaborate with teammates.
- Ability to lift or move equipment up to 25 pounds, such as laptops, small servers, or networking hardware, when assisting with environment setup or maintenance.
- Ability to work in varying environments, including remote workspaces, office settings, and occasional access to server rooms or networking areas.
- Ability to work outside standard business hours during on-call rotations, critical incidents, deployments, or operational needs that support platform reliability and uptime.

Why Join Bound?

Bound Core Values:

- **Moments Matter** – We work for moment creators.
- **Hands On. Hands In.** – We live these problems and live to solve them.
- **You Are Unusual** – Everyone was given remarkable gifts. We want to see those in action.
- **We Figure It Out** – We don't dwell on a problem or issue, we work together and figure it out.
- **Learn It Alls** – We are learn it alls, not know it alls

Benefits:

- Flexible work hours
- Unlimited PTO
- 11 Holidays annually
- Retirement savings - up to 3% match
- Medical, dental and vision with employer contribution

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How to Apply

To be considered, please complete the application at the following link:
https://forms.gle/quAgLLB6UbukwN2m6

Bound is an equal opportunity employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or any other protected status. Bound is committed to providing reasonable accommodations to qualified individuals with disabilities. If you need an accommodation during the application or interview process, please contact us.

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