



DREAMPAYMENTS

DevOps Engineer (Digital Technologies Program)

Duration: 12-month work term starting in September 2024 (possible extension)

Location: 171 E. Liberty St. Toronto, ON

Type: Full-time hybrid – 40 hours per week – 2 days in person (Tue, Wed), 3 days remote (Mon, Thur, Fri)

Hourly salary: \$20

Power up your career and play a part in shaping a brighter future.

Dream Payments is a venture funded, FinTech company offering cloud payment solutions to financial institutions and insurance companies, enabling them to provide frictionless digital and mobile payment services to their end customers. Our mission is to simplify the world of payments for our clients and their end customers, and we offer an omni-channel digital claims payment solution for insurers.

Insurance carriers pay out over \$4 trillion in insurance claims each year, with over 50% of those payments still occurring through slow, inconvenient, and expensive processes. We custom develop the entire payments solution, from terminal hardware, mobile point of sale applications, and web portal applications to back-office services, all in-house. Be a part of Dream's legacy and help shape the future.

As part of the Digital Technologies Degree Program, you will work full time while spending approximately 20% of your time studying to earn your [Bachelor of Applied Science in Digital Technologies degree](#) with [York University, Lassonde School of Engineering](#), Toronto, ON. This program is designed to provide a powerful combination of both work-based and academic experiences that will give you a competitive edge upon graduation. Learn more about this program and the [admissions process](#) or contact the York University's Markham Campus Recruitment at askmarkham@yorku.ca.

Why Dream Payments

- Our clients, partners, and investors include some of the leading banks and insurance companies in North America, including JPMorgan Chase, Mastercard, Intuit, and more.
- Global cashless payment volumes are set to increase by more than 80% from 2020 to 2025, from about 1tn transactions to almost 1.9tn, and to almost triple by 2030, according to analysis by PwC and Strategy&.
- Instant insurance payments have already gained traction as policyholders demand fast claims payouts and convenient premium payments. This is a trend that will continue to grow in 2023 and beyond.

Accommodations

Dream Payments is committed to providing accommodations for applicants with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. If you require accommodation at any stage of the application process, want more information on our accommodation policies, or, require information in a format that is accessible to you please advise us as soon as possible so appropriate arrangements can be made.

Here's how you'll contribute to the team and customer success:

As a member of our growing technical team, you will assist in delivering web applications across all product lines and work closely with our client delivery and engineering teams to deliver innovative experiences for our customers and partners.

You'll be involved in all aspects of the product's technological development and evolution, including design, usability, function, and even long-term maintenance consideration. Your work will touch the end-to-end journey of a user's interaction with our products, including proactively identifying new opportunities for improving and building upon our success.

Together with the technical team, you'll participate in and influence the design decisions for our digital experiences, impacting thousands of merchants and individuals across North America. Throughout your daily activities you'll consider the end customer, leveraging industry standards and emerging technology along with your engineering experience to deliver the next generation payment solutions.

You'll partner and collaborate with Product Management, Engineering, and other internal and external stakeholders to envision and build products that make our customer experience useful, engaging, and effective while supporting our business goals. Working through our technology roadmap will enable you to contribute to the evolution of our products and meaningfully influence the design-centered solutions that Dream offers its partners and customers.

Key Accountabilities

- Manage IT cloud infrastructure.
- Support CI/CD processes to streamline and improve development and deployment strategies.
- Implement AWS Edge gateways to establish networking routing capabilities between Internal and External VPCs.
- Improve release management processes.
- Implement postproduction support and maintenance strategies for CI/CD
- Implement monitoring and performance testing strategies to ensure SAAS product lines are running smoothly.
- Interact with peers before updating supervisors, interaction will often be with non-management levels at the client and/or within Dream Payments.
- Maintain deployment and build scripts.
- Set up and configure docker containers and docker images.
- Assist with deployment of code and environments as needed.
- Participate in production support activities for troubleshooting and investigating issues.
- Be available for production support rotation with the rest of the team.
- Ensure assigned tasks are completed and delivered within the project timelines, working overtime as needed.

Basic Qualifications & Skills

- An understanding of cloud-based infrastructure and services like AWS and Azure.
- Hands-on experience with git or other version control tools.
- Basic experience of scripting like Python or Bash.
- An understanding of SDLC and CI/CD.
- Strong problem-solving and troubleshooting skills.
- Good communication skills - both oral and written.

Professional Skill Requirements

- Proven success in contributing to a team-oriented environment.
- Proven ability to communicate and work with an offshore team.
- Proven ability to work creatively and analytically in a problem-solving environment.
- Desire to work in an information systems environment.
- Excellent leadership, communication (written and oral) and interpersonal skills.
- Work experience in computer systems and/or engineering is considered an asset.
- Working experience with various SDLC methods like Iterative or traditional waterfall.
- Familiar with Agile, Scrum, Iterative and Waterfall Development and project methodologies.

Our promise to you:

- **Equal Opportunity:** We are committed to providing equal opportunities for all applicants and employees, regardless of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.
- **Inclusive Environment:** We foster an inclusive work environment where every individual's voice is valued and respected. Diversity is not only celebrated but embraced as a cornerstone of our success.
- **Growth and Development:** We are dedicated to helping our employees grow both personally and professionally. We offer opportunities for continuous learning, training programs, mentorship, and career advancement.
- **Transparent Communication:** We believe in open and transparent communication across all levels of the organization. Our leadership team is accessible, and we encourage feedback and dialogue to drive positive change.
- **Safety First:** Your safety is our top priority. We adhere to strict safety protocols and provide necessary training and equipment to ensure a secure work environment for all.
- **Continuous Improvement:** We are dedicated to continuous improvement and innovation. We encourage creativity and initiative, empowering employees to contribute ideas and drive positive change within the organization.

“We” (the employer) will:

- Provide training, feedback, and mentorship resources.
- build time in your work schedule to allow 4-hours per week to complete online coursework.
- release you for one-week intensive learning twice per academic term, i.e. Fall, Winter and Summer, for 6 weeks per year.
- participate in the performance review process facilitated by Lassonde School of Engineering