

SITE RELIABILITY ENGINEER (SRE)

ABOUT THIS ROLE

We're looking for a Site Reliability Engineer (SRE) to lead efforts in building Velocity and keeping its connected systems stable, fast, and intelligent. You'll be our go-to person for complex issues in production; someone who thrives in debugging, has a deep understanding of modern software systems, and is motivated not just to fix, but to improve. This is a hands-on technical role, but with real influence. Your insights will help shape how we scale, optimize, and refine Newton's core platform. If you're passionate about performance tuning, improving cross-system workflows, and building tooling that eliminates future fires, we want to hear from you.

WHO WE ARE LOOKING FOR

You're a curious and experienced SRE who thrives on solving tough production challenges and making systems better, faster, and more resilient. You're not just reactive; you think ahead, build tools to eliminate recurring issues, and strive for continuous improvement. You enjoy working cross-functionally with development, QA, DevOps, and support teams, and you bring a thoughtful, pragmatic approach to performance, scalability, and reliability.

We're looking for someone who:

- Has a strong track record in production-facing or site reliability roles in modern SaaS environments
- Is calm under pressure, with a methodical approach to debugging and root cause analysis
- Communicates clearly and collaborates effectively with technical and non-technical stakeholders
- Balances speed and quality, and knows when to patch vs. when to rebuild
- Thinks in systems, not silos, and always considers the downstream impacts
- Brings an automation-first mindset to reduce toil and improve observability
- Is self-motivated, organized, and continuously learning

WHAT YOU WILL DO

Refine SQL Performance: Analyze and refine complex SQL queries.

Elevate platform performance: Proactively identify bottlenecks and slow paths in our systems—and recommend tuning or redesign.

Build internal tools: Use data analytics to create lightweight utilities and dashboards to accelerate investigation, triage, and resolution workflows.

Improve connected systems: Support and enhance integrations across various services.

Enhance system observability: Leverage log aggregation, telemetry, and alerting to monitor health and reduce mean-time-to-detect (MTTD).

Collaborate Across Teams: Work closely with Dev, QA, and Infrastructure. Collaborate to ensure system reliability.

Document what matters: Maintain clear troubleshooting guides, fix scripts, and known issue playbooks to strengthen team readiness.

Security & Compliance: Ensure systems adhere to security standards and regulatory requirements.

Define Reliability Metrics: Establish Service Level Objectives (SLOs) and Service Level Indicators (SLIs) to measure reliability.

WHAT YOU BRING

- 5+ years in SRE, DevOps, or related roles
- Proven experience in a production-facing or site reliability role with systems
- Strong skills in T-SQL (MS SQL Server) and query optimization
- Experience with IIS, Windows Server, and cloud hosting models (Azure preferred)
- Exposure to CI/CD workflows, and versioning practices with strong scripting skills.
- Experience with containerization (Docker, Kubernetes) and orchestration
- Strong background in Windows and Linux systems administration
- Strong understanding of secure development practices and root-cause analysis
- Experience with multi-tenant application deployments and monitoring for high availability
- Proficiency in cloud platforms (Azure)
- Proficiency in observability stacks (Prometheus, Grafana) and telemetry

WHY YOU WILL LOVE WORKING HERE

- You'll make a direct impact by improving the core platform used by thousands of brokers and lenders.
- You'll own meaningful fixes; your code will be deployed quickly and deliver immediate value.
- You'll collaborate cross-functionally with PMs, QA, DevOps, and Support teams.
- You'll help shape tooling and observability standards as we scale.
- You'll be part of a team that values velocity, reliability, and continuous learning.
- You'll work with passionate, pragmatic teammates solving real-world problems.

COMPENSATION

We offer a competitive salary commensurate with experience, plus a comprehensive benefits package including extended health and dental coverage.

TERM & HOURS

- Full-time, permanent
- Based in Toronto, with hybrid work flexibility*
- Working hours are Monday to Friday, 9 AM to 5 PM.

READY TO APPLY

Send your resumé, and a short note (PDF format) about why you're a great fit to itcareers@newton.ca

*We currently offer our employees the flexibility to work remotely for up to two days per week, depending on business needs. While we continue to offer our employees flexibility, we believe that it is best for the company and employees to work in the office. Working in the office fosters collaboration, creativity, and a sense of community that is vital for our company's growth and success. It provides employees with valuable opportunities for team building, mentorship and personal connections that contribute to our vibrant culture. As such, we would like to see our employees in the office as much as possible.



discover **dclg.ca**