



BENCHMARK IT HIRING GUIDE:
DevOps Engineer

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SUMMARY

Attracting and hiring a DevOps Engineer with the experience and skills to create lasting improvements requires a comprehensive action plan. This Benchmark IT Hiring Guide provides a flexible framework you can use to attract, recruit, and hire the right person.

I. INTRODUCTION

DevOps is a combination of business philosophies, practices, and tools that quickly enables organizations to deliver applications and services. It's a practice that relies on communication and collaboration between IT development and production teams by automating software deployment and infrastructure changes. DevOps goal is to provide rapid, frequent, and reliable deployment of software across the enterprise. As a result, companies can quickly achieve goals, and create faster turnarounds in deploying new features, security patches, and bug fixes.

DevOps positions and DevOps teams have grown dramatically among startups, mid-market, and Fortune 500 companies seeking efficiency across business units. This is crucial in startups where DevOps helps minimize headcount. In these environments, programmers must also be responsible for the deployment of production software implementations.

DevOps is grounded in agile and continuous integration and continuous delivery (CI/CD) methodologies. It emphasizes the importance of building bridges between teams instead of building walls that separate development, operations, support, and management teams.

The DevOps communication ethos can benefit any company with an in-house IT department. DevOps offers a significantly shorter time to market and allows companies to provide new features, updates, and fixes to clients quickly and efficiently.

II. DEVOPS INDUSTRY TRENDS

[Research by Global Markets Insights](#) reports the **DevOps Market** exceeded USD 4 billion in 2019 and is poised to grow at over 20% CAGR between 2020 and 2026.

The market is expected face dynamic transition as advancements in automated software development and zero-touch automation technologies continue to drive demand for DevOps tools.



Source: Global Market Insights

III. SALARY RANGE FOR DEVOPS ENGINEERS

DevOps engineers earn a median base salary of \$105,000 in the US, according to [Glassdoor](#).

Additionally, salaries vary widely by location and company. According to a 2019 Indeed Report, DevOps salaries are highest in Silicon Valley, where they earn an average yearly salary of \$166,448.

DevOps engineer [adjusted salaries](#) are highest in the Baltimore-Columbia-Towson, MD area at \$130,000, according to a 2017 [Indeed report](#).

CLOUD			
Cloud Architect	N/A	\$172,010	\$195,600
Site Reliability Engineer	N/A	\$169,950	\$190,550
DevOps Engineer	\$77,000	\$136,990	\$177,160

IV. DETERMINING FACTORS, DESIRABLE PERSONALITY TRAITS, AND SKILLSETS

DevOps engineers need a variety of [tech and soft skills](#) to be successful throughout their careers.

The DevOps field is fast-paced, and new technologies and tools emerge all the time. Ideally, DevOps professionals should be curious and willing to be lifelong learners. DevOps engineers should have a comprehensive understanding of both technology and tools in the following areas:

- Source control
- Continuous testing and integration
- Infrastructure automation
- Deployment automation and orchestration
- Containerization concepts
- Orchestration
- Cloud

Since testing drives automation, a successful DevOps engineer must possess solid continuous testing skills.

With more companies now embracing DevSecOps, it's crucial to develop secure software from the start instead of adding it later. People skills are also essential for DevOps success due to the need to break down silos among groups. As developers, DevOps professionals often look at tools as opposed to people and processes.

V. DEVOPS JOB DESCRIPTION

[Select or add the specific requirements of your position]

[Your company name] seeks a DevOps Engineer highly knowledgeable and hands-on in all aspects of the agile development process. The ideal candidate will be involved with complex tasks and projects, such as creating new technical solutions to ongoing development efforts.

The right candidate will work with clients and internal IT staff to analyze web system needs and goals, creating potential solutions. Strong knowledge of Java and AngularJS frameworks is essential, along with working in various cloud systems like Amazon. Unix and Linux experience is preferred. The DevOps engineer will work across departments to design systems solutions.

Responsibilities

[Modify the list to match your requirements]

The DevOps Engineer will:

- Assist with the development, design, and deployment of web systems and the operation and integration of systems into existing infrastructure.
- Work closely with customers, IT professionals, and the executive suite to determine ongoing infrastructure needs for the company.
- Know frameworks like Java and AngularJS and be able to incorporate these into systems development.
- Have a strong knowledge of the agile development process.
- Keep up to date on new systems requirements and developments, resolving compatibility issues as they arise.

Desired Competencies and Experience

[Modify the list to match your requirements]

Successful candidates will have:

- [X+] years of related industry experience in development and operations.
- Knowledge of the current and emerging operating systems.
- The ability to work across departments, processing input and developing solutions.
- Excellent communication skills.
- Innovative thinking and problem-solving skills.
- Intimate knowledge of design software and new design trends.
- Understanding of tools and technologies [List specific tools and technology].
- The ability to write secure code to protect applications from vulnerabilities.
- Experience with infrastructure automation tools [List specific tools].
- Strong testing skills.
- A client-first mindset.
- Strong collaboration skills.
- Network awareness.
- The ability to see the whole picture.

Education and Experience

Candidates for DevOps Engineer must have a bachelor's degree in computer science or a similar area of study.

Travel and Work Requirements

This position requires the candidate to be available during core business hours. The position requires the candidate to travel [X%] of the time.

Benefits

[Adjust for your situation]

- Full-time position
- Competitive compensation with benefits
- Paid time off and paid holidays
- Telecommuter friendly
- Medical and dental insurance coverage
- Casual dress code
- Flexible schedule
- Free parking
- Currently operating under CDC guidance for COVID-19 risk mitigation

VI. INTERVIEW QUESTIONS: DEVOPS ENGINEER

INTRODUCTION

DevOps requires a solid cultural and organizational shift for its implementation success. Collaboration between development, infrastructure, and the client is essential to allow for the rapid deployment of technology. We have developed this guide to provide value to you in the hiring process.

These questions seek to gain insight into the candidate's understanding of the process and tools.

Potential DevOps Engineer Candidate Interview Questions and Notes:

1. Do you believe DevOps is essential in the current environment to successfully deliver and support software?

- a) Demonstrates candidate's knowledge.*
- b) It requires the candidate to define DevOps, its necessity or lack thereof in the process, and identify the primary beneficiary.*
- c) Determine if the candidate knows how DevOps creates the opportunity to break down internal silos and stay ahead of the competition.*

2. What is your preferred development lifecycle, the pros and cons, and the actors and tooling involved?

- a) Gets the candidate comfortable because they are discussing something they know well: Their typical day-to-day job.*
- b) Demonstrates their level of understanding.*
- c) Allows the interviewer to quickly identify high-level knowledge gaps.*

3. What DevOps tools do you prefer to work with, and why?

- a) Measures experience managing a development and deployment system with a set of tools.*
- b) Allows for demonstration of how these tools work together in the daily routine.*
- c) Does the candidate appear knowledgeable of the latest technologies and trends?*
- d) Does the candidate have a comprehensive understanding of the DevOps environment and its regular workflow?*

4. Can you tell me about the best practices you utilize for making a DevOps process work?

- a) Offers you the ability to hear their thought process.*
- b) The candidate should be committed to move new features to market quickly. They are comfortable by using automation throughout the process and able to maintain ongoing service to the customer.*

5. How do you stay up to date on the latest technology? What process do you use to identify what you need when the shelf tools aren't enough?

- a) Demonstrates candidate's curiosity, attention to detail, and rigor.*

6. Rank your top three technical skills.

- a) Finds a candidate's focus and discerns their depth of knowledge.*
- b) Can you expand on these areas?*
- c) Where is additional training needed?*

7. Tell me about a time you've successfully convinced other engineers to change their workflow.

- a) *Responses to these questions determine whether a candidate can engage with engineers, create a positive environment and improve workflows.*
- b) *Can you tell me about a time when you had a disagreement or conflict with a coworker?*
- c) *What was your approach to resolving it?*

8. How do you motivate developers to follow best practices?

- a) *How will they work with teams?*
- b) *Do they understand the precarious position DevOps is usually in?*

9. How do you adapt when things don't go as planned?

- a) *Problems are inevitable, and projects are going to fail sometimes.*
- b) *Learn how a candidate deals with failure and conflict and what they learned from the experience.*

10. Additional Technical Questions:

- 1. *Why types of version control software are you familiar with?*
- 2. *Have you used automation tools? Which ones?*
- 3. *Have you used code platforms? Which ones?*
- 4. *How familiar with big data concepts are you?*
- 5. *Can you provide me with some examples of processes that you've been able to automate and make more efficient via scripting?*

VII. JOB AD: DEVOPS ENGINEER

[Describe your organization] Provide an overview of your company, culture, perks and benefits, career development opportunities. Include anything else that will get candidates excited about your company.

[Your company name] seeks a DevOps Engineer highly knowledgeable and hands-on in all aspects of the agile development process. The ideal candidate will be involved with complex tasks and projects, such as creating new technical solutions to ongoing development efforts. The right candidate will work with clients and internal IT staff to analyze web system needs and goals, creating potential solutions. The DevOps engineer will work across departments to design systems solutions.

Responsibilities [Modify this list to match your requirements]

The DevOps Engineer will:

- Work closely with customers, IT professionals, and the executive suite to determine ongoing workflows, infrastructure, code-testing and deployment needs for the company.
- Establish, maintain and evolve concepts in continuous integration and deployment (CI/CD) pipelines for existing and new services.
- Know frameworks like Java and AngularJS and be able to incorporate these into systems development.
- Write clean, stable and safe code in short time frames and frequent increments
- Have a strong knowledge of the agile development process.
- Keep up to date on new systems requirements and developments, resolving compatibility issues as they arise.
- Adjust to changes in the company's mission and strategies.
- Stay current on industry trends and best practices for configuration management and automation
- Collaborate with Engineering and Operations teams to improve automation of workflows, infrastructure, code testing and deployment.

Successful candidates will have:

- [X+] years of related industry experience in DevOps or Systems Engineering.
- Knowledge of the current and emerging operating systems and DevOps practices.
- Prior experience with [insert related tools, software, databases, scripting and programming languages]
- The ability to work across departments, processing input and developing solutions.
- Intimate knowledge of design software and new design trends.

Education and Experience

Candidates for DevOps Engineer must have a Bachelor's degree in Engineering, Computer Science or related field.

For more information and to apply for the position, read the full job description.

VIII. RECRUITMENT CHECKLIST



1. Kickoff: Define the position and process

- **Kickoff:** Set meeting or call with hiring manager and all internal and external stakeholders to fully understand the job and types of candidates desired.
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2. Update Job Description and Job Ads

- **Job Description:** Create or update description and ads, including remote work, safety, and benefits changes due to coronavirus. Incorporate your employer branding, including style and voice.
 - **“WIIFM?”:** “What’s in it for me?” Be very clear with candidates so your ad will stand out in the clutter of thousands of IT employment posts.
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3. Source candidates

Ensure you have a dedicated internal talent acquisition team or agency partner with the experience and time to focus on the IT position.

- **Source Passive Candidates:** Ads are not enough. Have a defined plan to source and engage passive candidates who are not looking at job ads.
 - **Reach Out to Previous Applicants:** Remember that #2 candidate, or the one who previously turned down the job?
 - **Use your employee referral program:** Tap into your existing workers’ networks. Make sure you have a robust incentive and process program in place if you want it to succeed.
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4. Screening and interviewing candidates

The tech market is still hot, and top talent won’t wait around to hear back from you. Most hiring breaks down because of delays in the interview processes and incomplete communication between the hiring manager and recruiting partners. Follow these tips:

- **Candidate Portal software:** Some applicant tracking systems have this built-in, and some recruiting partners (including Benchmark IT) can set up a portal for their clients. This keeps all candidates organized in one place online and avoids lost emails and delays.
- **Online Application:** Have a quick online application process that does not deter candidates.
- **Video Interview Tip Sheet:** Distribute helpful video guidelines and tips to internal managers and candidates to prepare for the best experience possible.
- **Standardize Interview Questions:** The nature of video interviews makes it difficult for both parties. Standardizing interview question enables you to compare apples to apples in the decision process, especially if various team members will be interviewing.
- **Schedule Feedback Session:** Verbal, prompt, and constructive feedback is KEY to filling a position quickly with a minimum of interviews. Schedule a feedback session with your TA/Recruiting team for the same or next day to promptly collect feedback.



5. Work with candidates throughout the process.

When conducting interviews, the number one rule is to respect the candidate and make sure they have a good experience, even if they aren't right for the role. Here's how to do that.

- **Be organized:** Interviews are as much about the candidate interviewing you and deciding if they want to work for your company, as it is about you choosing whether they are right for the role. You need to make a good impression.
- **Ghosting Not Allowed:** Don't interview a candidate and then never speak to them again or wait three months to get back to them. Actively stay engaged with top candidates as your interview process continues. Let them know if you're not ready to make a decision or requirements have changed. If you don't, not only will the top candidates have already taken another role, but they'll also likely tell people to avoid your company.



6. Make an offer

Finally, you've got a winner. Now you have to make them an offer. Don't drag this out. These tips can help you stay organized and get your new hire on board as quickly as possible.

- **Present your complete compensation package:** Including cash and non-cash compensation and benefits. Be clear about your current and post-covid remote work opportunities.
- **Negotiate:** Be prepared for some back and forth before you agree. Leverage the experience of your TA professional or external recruiting partner who has been working most closely with the candidate.
- **Include employee onboarding information:** When making an offer, send some company information, such as the [employee handbook](#), schedule, and company culture. Make sure all information is updated and reflects current company COVID-19 policies and health safeguards.
- **Have a backup:** It might not work out with your first choice, so you need to have someone else in mind for the position. Keep the "next up" candidates apprised during the process. They will respect you for this. If you don't, they'll likely be gone or less interested, and you'll need to start the process all over again.