



"I didn't think it was possible that something I did for fun - telling sports stories through stats - could become my job until I came here."

Ana, Sr. Researcher, ESPN



Job Summary:

Overview

On any given day at Disney Entertainment & ESPN Technology, we're reimagining ways to create magical viewing experiences for the world's most beloved stories

while also transforming our media business for the future. Whether that's evolving our streaming and digital products in new and immersive ways, powering worldwide advertising and distribution to enhance flexibility and efficiency, or delivering Disney's unmatched entertainment and sports content, every day is a moment to make a difference to partners and to hundreds of millions of people around the world.

A few reasons why we think you'd love working here:

- **Building the future of Disney's media:** DE&E Technologists are designing and building the infrastructure that will power our media, advertising, and distribution businesses for years to come.
- **Reach & Scale:** The products and platforms this group builds and operates delight millions of consumers every minute of every day – from Disney+ and Hulu, to ABC News and Entertainment, to ESPN and ESPN+, and much more.
- **Innovation:** We develop and implement groundbreaking products and techniques that shape industry norms and enhance how audiences experience sports, entertainment & news.

Disney Entertainment & ESPN Technology is looking for a Technical Analyst to join the Production Platforms team inside the Engineering Services organization.

The Production Platforms team is responsible for building features and ensuring services operate reliably at a high scale, while optimizing other attributes such as infrastructure and operations costs in near real-time using public cloud and open source technologies. We work in a highly collaborative yet fundamentally self-directed environment striving to realize business objectives with pragmatic and robust solutions.

As a Technical Analyst you will play a pivotal role in both the success of our projects and the development of our organization. Your responsibilities will include working alongside engineers to gain insight into how backend services and infrastructure are built and maintained. In addition, you will function as the primary responder for these service teams while carrying out operational roles and responsibilities on their behalf such as scaling resources, triaging service

alerts and incident issues, creating dashboards/automation and developing documentation for on-call support. If you enjoy streaming media, are interested in live sports and entertainment, or just want to join a fast-growing team that plays an integral part of the revenue producing arm of a company, then our team is for you.

Responsibilities:

- Work within a multi-functional team of analysts, operators, software developers and reliability engineers supporting software in a collaborative & agile development environment
- Collaborate with product teams, engineering teams, business operations and others to design workflows and service-level agreements
- Lead operational support of our platform by ensuring backend services and systems function properly to serve all our digital products and subscribers
- Directly support engagement efforts between Platform Operations and service engineering teams across various organizations
- Participate in creatively solving sophisticated data and service issues proactively, and also contribute to incident postmortems
- Serve as liaison between engineering teams and 24/7/365 support/operations teams to ensure more efficient issue resolution
- Complete procedural changes for supporting backend services via documentation for day-to-day operational workflows
- Participate in analyzing data sets and service metrics to anticipate and resolve day-to-day technical problems using observability tools
- Ultimately responsible for driving and monitoring production deployments (planned and unplanned) across various backend services in a fast-paced environment
- Be part of the operational considerations of the development cycle for some of the highest scale distributed systems in the world, solving exciting and varied engineering problems
- Integrate with a variety of teams and domains, ranging from advertising, media, commerce, or user experience
- Engage in an on-call rotation, supporting systems and services during

production incidents

Basic Qualifications:

- 3+ years of experience in a technical field directly related to software or other relevant digital products and services
- Experience with AWS or experience with Azure or Google Cloud and interest in AWS
- Experience with RESTful APIs and client-server integrations
- Understanding of incident response and service uptime/availability as well as on-call responsibilities and expectations
- Knowledge and experience with distributed systems, their development, operations, observability, scalability, and elasticity
- Experience working within operational teams supporting technical infrastructure, such as experience in a Network Operations Center or similar role
- Experience operating AWS-based solutions and executing automation in large scale systems, which includes tools such as Jenkins, GitHub, CloudFormation, Terraform, and programming languages such as Python
- Experience with query languages such as SQL or GraphQL
- Proven communication skills and stakeholder management ability by working across several teams with varying levels of technical expertise
- Ability to dive deep into technical components as well as understand and document workflows/architecture
- You are a self-learner, independent, and have excellent problem-solving skills.
- You care deeply about craftsmanship in your support of digital products, and can work backwards from the customer experience.
- You have excellent written and verbal communication skills.

Preferred Qualifications:

- Experience with network operations and site reliability engineering
- Experience building AWS-based solutions and familiarity with tools such as DynamoDB, ElastiCache, Lambda, Kinesis, S3, Firehose, AWS EC2, ECS, EKS, etc.
- Knowledge of SQL

- Knowledge of Python
- Knowledge and experience with AWS cloud costs, management of capacity, and optimization strategies

Required Education:

- Bachelor's degree or equivalent competency in a technical focus

The hiring range for this position in California, Washington, or New York is \$71,500 to \$98,200 per year. The base pay actually offered will take into account internal equity and also may vary depending on the candidate's geographic region, job-related knowledge, skills, and experience among other factors. A bonus and/or long-term incentive units may be provided as part of the compensation package, in addition to the full range of medical, financial, and/or other benefits, dependent on the level and position offered.

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About Disney Entertainment & ESPN Technology:

Disney Entertainment and ESPN Technology (DE&E Technology) provides the technological backbone and product development for Disney's two media business units, while helping to keep the company at the vanguard of innovation – enabling the Company to continuously leverage technology to enhance storytelling and creativity, while delivering scalability, flexibility, and efficiency for its businesses.

About The Walt Disney Company:

The Walt Disney Company, together with its subsidiaries and affiliates, is a leading diversified international family entertainment and media enterprise that includes three core business segments: Disney Entertainment, ESPN, and Disney Experiences. From humble beginnings as a cartoon studio in the 1920s to its preeminent name in the entertainment industry today, Disney proudly continues its legacy of creating world-class stories and experiences for every member of the family. Disney's stories, characters and experiences reach consumers and guests from every corner of the globe. With operations in more than 40 countries, our employees and cast members work together to create entertainment experiences that are

both universally and locally cherished.

This position is with Disney Streaming Technology LLC, which is part of a business we call Disney Entertainment & ESPN Technology.

Disney Streaming Technology LLC is an equal opportunity employer. Applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status. Disney champions a business environment where ideas and decisions from all people help us grow, innovate, create the best stories and be relevant in a constantly evolving world.

DISABILITY ACCOMMODATION FOR EMPLOYMENT APPLICATIONS

The Walt Disney Company and its Affiliated Companies are Equal Employment Opportunity employers and welcome all job seekers including individuals with disabilities and veterans with disabilities. If you have a disability and believe you need a reasonable accommodation in order to search for a job opening or apply for a position, email Candidate.Accommodations@Disney.com with your request. This email address is not for general employment inquiries or correspondence. We will only respond to those requests that are related to the accessibility of the online application system due to a disability.

Having technical issues? [View the FAQs for help.](#)

Hiring Process

Where Does Your Story Begin?

Explore Disney Careers and the Life at Disney blog to learn about all the amazing opportunities waiting to be discovered at The Walt Disney Company.

Be Part of the Story

There are many different brands and businesses to explore. Once you've found the opportunity that is right for you, take the next step by completing your application.

The Next Chapter

Once you've applied, you will receive an email allowing you to access your candidate dashboard. Create your login and make sure to check your dashboard often to see your application progress.



Explore this Location

San Francisco, CA >

Famous for grand-dame Victorians, cable cars, a dynamic waterfront, and a soaring golden bridge, San Francisco truly has it all. With trend-defining cuisine ranging from Michelin-starred dining to outrageous food trucks; world-renowned symphony, ballet, theater, and opera; plus almost boundless outdoor adventures, San Francisco justifiably stands out as one of the ultimate must-visit cities on any traveler's wish list.

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