



Operations Engineer -Data Operations-

Location: Argentina (remote)

Full Time

About the Role

We are a technology-driven company in the logistics space, trusted by some of the world's largest shippers to audit freight and parcel invoices and to optimize logistics contracts. We help shippers and carriers navigate the complexities of modern supply chains with precision, efficiency, and confidence.

We are looking for a detail-oriented Operations Engineer with strong, hands-on data and SQL experience to join our IT Operations team. The team supports business needs across application and infrastructure support, data support, access and security, software deployments, alerting, monitoring, and escalations, as well as our support ticketing system for internal and external requests. In this role, you will be the team's data specialist: investigating data issues directly in our MSSQL databases, tracing problems through our data pipelines and data warehouse, supporting Tableau (or similar) reporting, and working with engineering and business teams to resolve issues and prevent them from recurring.

What You'll Do

- Participating in the IT Operations team's shared responsibilities, including application and infrastructure support, access and security requests, software deployments, alerting and monitoring, and escalations.
- Investigating reported data issues by writing and running SQL queries, primarily in MSSQL, to identify missing, duplicate, incorrect, or inconsistent data.
- Tracing data through ingestion, transformation, and loading steps and into the data warehouse to pinpoint where in the pipeline an issue is introduced.
- Supporting Tableau (or similar) dashboards and data sources, troubleshooting refresh failures, data discrepancies, and performance issues.
- Monitoring data pipelines and scheduled jobs (e.g., Airflow, SQL Agent, Azure Data Factory), responding to failures and delays.
- Performing root cause analysis on data incidents and clearly documenting the cause, impact, and fix.
- Correcting data issues safely and in a controlled way, following change management and data integrity practices.
- Applying and promoting SQL and data best practices, including query optimization, performance troubleshooting of database workloads, and consistent use of data query tools.
- Working tickets in our support ticketing system, for both internal and external requests, keeping stakeholders informed through resolution.
- Collaborating with data engineers, software engineers, analysts, and client-facing teams to reproduce issues, communicate impact, and verify resolutions.
- Developing and maintaining scripts, queries, and runbooks for recurring investigations, using AI tools where they speed up analysis.



Required

- Advanced, hands-on SQL skills, including complex joins, CTEs, window functions, aggregations, and query performance tuning for investigation and reconciliation.
- Strong experience with Microsoft SQL Server (MSSQL).
- Solid understanding of data warehousing concepts, including dimensional modeling, fact and dimension tables, and slowly changing dimensions.
- Hands-on experience with Tableau (or similar BI tools), including data sources, extracts, and troubleshooting dashboards.
- Proficiency with data query tools such as SQL Server Management Studio (SSMS) or Azure Data Studio.
- Understanding of data pipelines and ETL/ELT concepts, and experience troubleshooting them end to end.
- Familiarity with workflow orchestration and integration tools (e.g., Airflow, Azure Data Factory, SSIS).
- Proficiency in Python or PowerShell for data analysis and automation.
- Familiarity with ticketing and ITSM workflows (e.g., Jira Service Management) and on-call or escalation processes.
- Analytical mindset with a methodical approach to isolating problems.
- Strong attention to detail and a commitment to data accuracy.
- Excellent communication skills, including the ability to explain data issues to non-technical stakeholders.
- Comfortable using AI-assisted tools as part of your daily workflow.
- Comfortable working in a remote environment and collaborating with people across different teams, areas, and ways of working.

Preferred

- Experience with PostgreSQL.
- Experience with Azure data services.
- Experience with freight, parcel, invoice, or other high-volume transactional data.
- A degree in Computer Science, Information Systems, Engineering, or a related field, or equivalent experience.