



Medical Debt

DEVOPS & INFRASTRUCTURE ENGINEER

Primary Category: Info Systems
Type of Position: Full-Time Exempt
Location: New York City, NY
Education Requirement: Bachelor's degree in computer science, software engineering, information systems, or a related technical discipline.
Experience Requirement: 2–3 years of professional experience in DevOps, cloud engineering, or infrastructure engineering plus hands-on experience with AWS, Kubernetes, and Linux-based systems.

ABOUT UNDUE MEDICAL DEBT

Undue Medical Debt (formerly RIP Medical Debt), (“Undue”) is a national 501(c)(3) nonprofit whose purpose is to strengthen communities by erasing financially burdensome medical debt. Founded in 2014, Undue is a unique nonprofit that’s pioneered medical debt relief at scale for those least able to pay, across the U.S. We work tirelessly to end medical debt and ensure a future where everyone can access healthcare without fear.

How does it work? Undue utilizes donations to buy large bundles of medical debt and then relieves that debt with no tax consequences to recipients. The results have been spectacular— more than \$40 billion in medical debts eradicated so far, providing financial relief for over 27 million individuals and families. We strive to be a source of justice in an unjust healthcare finance system; an innovative solution for patient-centered healthcare providers; and a moral force for systemic change. Recently featured on NPR, the organization proudly received transformative gifts from MacKenzie Scott, a historic grant from New York City, and recognition from many other notable campaigns. The organization currently manages more than twenty government contracts.

Undue’s offices are located in Long Island City, NY, just minutes from Manhattan, conveniently located steps away from many major subway lines. The team has implemented and fully embraced a hybrid work environment, working from the office only 3 days per week. This position would also be available to remote candidates located between the MT and ET zones.

ABOUT THE POSITION

Undue Medical Debt is seeking a motivated DevOps & Infrastructure Engineer (Junior) to help support and evolve the organization’s cloud, infrastructure, and automation systems. This is a hands-on role working across the entire Info Systems organization, supporting AWS infrastructure, Kubernetes clusters, CI/CD tooling, security controls, logging/monitoring systems, and cloud-based development environments.

This role is ideal for an early-career engineer with 2–3 years of experience who wants broad exposure to cloud infrastructure, DevOps automation, security operations, and internal tooling. While the role is primarily DevOps-focused, occasional desktop/device support and endpoint management will be required.

DUTIES AND RESPONSIBILITIES

Cloud Infrastructure & DevOps Automation:

- Support and maintain AWS cloud infrastructure, including compute, networking, storage, IAM, and security controls.
- Work with Kubernetes clusters (deployment, scaling, troubleshooting) and contribute to maintaining cluster health.
- Use **Terraform** for infrastructure-as-code across AWS workloads.
- Use **Helm** for packaging and deploying applications to Kubernetes.
- Operate and improve CI/CD pipelines using **GitHub Actions**, ensuring fast and reliable deployments.
- Maintain secrets management practices and integrate them into CI/CD and runtime systems.

System Reliability, Monitoring & Logging

- Maintain organization-wide logging and monitoring systems.
- Respond to system alerts and assist with incident investigation and resolution.
- Ensure proper observability coverage across environments.
- Support offsite and automated backup workflows; validate backup integrity and help improve disaster recovery processes.
- Assist with network security tooling, firewall rules, VPC design, and hardening efforts.

Security & Compliance

- Support implementation and automation of security best practices (IAM, least privilege, encryption, patching, network segmentation).
- Participate in vulnerability remediation workflows.
- Assist with compliance documentation or evidence gathering during audits.

Desktop Support & IT Operations (Light / Occasional)

- Provide Tier-1/2 support for workstation setup, device troubleshooting, and basic SaaS administration.
- Assist with device management (MDM), including patching and inventory tracking.
- Help onboard/offboard users from technical systems.
- Cross-Functional Collaboration
- Work closely with software engineers, data engineers, and operations staff to ensure infrastructure reliability.
- Participate in planning and rollout of organization-wide technical initiatives.
- Document systems, runbooks, and technical processes for both internal and engineering audiences.

Other Duties

- Respond to routine and ad-hoc technical requests as assigned.
- Maintain accurate documentation and adhere to organizational code of conduct and security standards.

QUALIFICATIONS, EDUCATION, AND EXPERIENCE

Required:

- **2–3 years** of professional experience in DevOps, cloud engineering, or infrastructure engineering.
- Hands-on experience with AWS, Kubernetes, and Linux-based systems.
- Experience writing and maintaining IaC (Terraform preferred).
- Experience contributing to CI/CD pipelines (GitHub Actions preferred).
- Exposure to monitoring and logging tools (CloudWatch, Prometheus, Grafana, ELK, or similar).
- Bachelor's degree in computer science, software engineering, information systems, or a related technical discipline.

Key Competencies:

- Working knowledge of AWS services (EC2, ECS/EKS, S3, RDS, IAM, VPC, CloudWatch).
- Familiarity with Kubernetes fundamentals, containerization, and deployment patterns.
- Hands-on familiarity with:
 - **Terraform**
 - **Helm**
 - **GitHub Actions**
 - **Docker**
- Understanding of core networking concepts (DNS, routing, firewalls, load balancing, TLS).
- Basic Linux administration, shell scripting, and Python/Bash automation.
- Comfort with one or more logging/monitoring stacks.
- Ability to communicate clearly and work collaboratively with engineering and non-engineering teams.
- Familiarity with Agile or Kanban workflows.
- Ability to work in a highly collaborative, transparent work environment in which providing and receiving feedback is common practice.
- Outstanding interpersonal skills; comfortable in an external facing role; creative and innovative.
- Excellent and compelling verbal and written communication skills; high attention to detail and follow-up, and excellent organizational skills.
- Meticulous project management skills and ability to plan, prioritize and organize a diversified workload; must meet deadlines.
- Ability to receive, prioritize, and follow up on requests from various stakeholders.
- Keen analytical skills.
- An exceptional work ethic and track record of personal initiative; collegial and collaborative.
- Passion for Undue Medical Debt's mission and eagerness to become well-versed in our work.
- Willingness to learn about the inequities of healthcare/various national healthcare systems.
- Strong ability to perform in a fast-paced and high-volume environment.
- Flexibility and adaptability to new processes in an emerging and changing environment.
- Humble.

Preferred / Nice to Have:

- Experience with security tooling: vulnerability scanners, IAM automation, network security controls.
- Experience with MDM platforms (JumpCloud, Jamf, Intune, Kandji, etc.).

- Familiarity with backup systems, disaster recovery workflows, or data retention strategies.
- Experience supporting on-call or incident response teams.

COMPENSATION AND BENEFITS

- Base annual salary \$95k-120k for candidates located in the NYC area, commensurate with experience.
- Hybrid work environment (office work 3 days a week).
- 4 weeks PTO (with additional days granted upon 3rd and 5th anniversaries).
- Fully paid medical, dental, and vision coverage.
- Employer-paid life insurance, short-term and long-term disability.
- 403(b) retirement plan matching.
- Employee Assistance Program.

HOW TO APPLY

To be considered for the position, send your resume and cover letter to Chad Norris at CNorris@StevenDouglas.com.

EQUAL OPPORTUNITY EMPLOYER STATEMENT

Undue Medical Debt is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Undue Medical Debt makes hiring decisions based solely on qualifications, merit, and business needs at the time.