



## Director of Engineering Operations

 **Location:** Remote (U.S. only)

### About Ethos

Ethos is on a mission to bridge the human readiness gap by transforming how training is developed, consumed, and aligned with strategic business outcomes. As a well-funded Series A startup (\$40M+ raised), we are a trusted partner to over 150 enterprise customers across sectors including the U.S. military, life sciences, manufacturing, supply chain, and professional sports.

We are expanding our engineering team to evolve a best-in-class platform that makes learning smarter, faster, and more optimized.

### About the Role

You'll play a critical role in optimizing the efficiency and effectiveness of our engineering organization. Reporting directly to the CTO, you will lead engineering operations, facilitate cross-functional collaboration, and ensure smooth execution of engineering initiatives in a high-growth startup environment.

This is an opportunity to bring order and excellence to complex engineering processes, accelerate velocity and quality, and enable our engineers to do their best work.

### What You'll Do

- **Agile & Delivery Leadership:** Run scrums, standups, retrospectives, and sprint planning in coordination with Product. Drive predictability, accountability, and throughput across teams.
- **Program & Portfolio Management:** Oversee planning and tracking of engineering initiatives, ensuring roadmap alignment, clear ownership, and on-time delivery.
- **Process Optimization:** Improve workflows, SDLC, and tooling to increase velocity, reduce cycle time, and raise quality.
- **Release & Incident Operations:** Own the release calendar, change management, and incident response (severity matrix, on-call, postmortems/PIRs).
- **Metrics & Reporting:** Define and track engineering KPIs (e.g., DORA, SPACE, defect escape rate, roadmap hit rate). Build and maintain operational dashboards.
- **Cross-Functional Alignment:** Act as the connective tissue between Engineering, Product, Security, Compliance, and customer-facing teams.
- **Team Operations:** Support recruiting, onboarding, team administration, and coordination across distributed teams.
- **Risk & Compliance:** Partner with Security to support SOC 2/ISO 27001 audit readiness, evidence collection, and SDLC controls.
- **Vendor & Budget Management:** Evaluate, implement, and manage engineering tools and SaaS spend.

## Measures of Success (First 6–12 Months)

- Improve sprint predictability (planned vs. delivered) to **≥85%**.
- Reduce mean cycle time and PR review latency by **20–30%**.
- Launch an Engineering Operations dashboard with DORA metrics and defect escape tracking.
- Implement and run an incident response playbook; achieve **100%** PIR completion within **5 days**.
- Cut CI pipeline time by **20%** while improving reliability.
- Ensure roadmap delivery hit rate of **≥90%** quarterly.

## 30/60/90 Day Plan

### First 30 Days – Learn & Assess

- Onboard to Ethos' culture, engineering org, and product roadmap.
- Shadow agile ceremonies and partner with Product leads.
- Audit workflows, tooling (Jira, CI/CD, incident processes), and collaboration patterns.
- Establish baselines (cycle time, PR latency, sprint predictability, MTTR).
- Build relationships with engineering leads, PMs, and stakeholders.

### Next 60 Days – Optimize & Implement

- Take ownership of daily engineering standups.
- Publish v1 of the **Engineering Operations Dashboard** (DORA + quality KPIs).
- Establish release gating criteria (Definition of Ready/Done).
- Stand up incident response playbook, severity matrix, and postmortem template.
- Drive the first process improvement (e.g., reduce CI times, improve planning accuracy).
- Partner with Security on audit/compliance evidence collection workflows.

### Next 90 Days – Drive & Scale

- Achieve **≥85%** sprint predictability.
- Cut CI/CD duration by **20%** while improving reliability.
- Ensure **100%** postmortem completion within **5 business days** of incidents.
- Roll out a quarterly **Engineering Ops Review** with KPIs, risks, and improvements.
- Partner with CTO/Product on capacity modeling and portfolio planning for the next quarter.
- Propose a roadmap of longer-term operational improvements (e.g., feature flags at scale, improved on-call rotations, documentation hygiene).

## Basic Qualifications

- 5+ years in Engineering Operations, TPM, or Program Management within a fast-paced environment.
- Proven success running agile ceremonies and improving engineering velocity/quality.
- Strong understanding of agile methodologies, SDLC, and project management principles.
- Exceptional organizational skills; able to manage multiple priorities.
- Excellent communication and interpersonal skills across technical and non-technical stakeholders.
- Comfortable in a startup environment that demands high ownership and autonomy.

## Preferred Qualifications

- Background in software engineering or a technical field.
- Experience with Jira/Linear, GitHub, CI/CD platforms, Datadog/New Relic, LaunchDarkly/feature flags.
- Built and scaled operational dashboards (DORA/SPACE).
- Managed incident response and release operations.
- Supported SOC 2/ISO 27001 or similar compliance programs.
- Led distributed teams or managed TPMs/Program Managers.

## Compensation & Benefits

- Competitive base salary: \$215k-\$250k (based on location and experience) + significant equity upside.
- Subsidized health insurance, 401(k), life insurance, and cell phone stipend.
- Remote-first culture with up to **10%** travel for offsites.
- **Work eligibility:** Applicants must be authorized to work in the U.S.

## One Final Note

We're committed to building a diverse, inclusive, and authentic workplace. If you're excited about this role but your experience doesn't perfectly align with every qualification, please apply—you may be just the right candidate.

**EEO & accommodations:** Ethos is an Equal Opportunity Employer. We welcome applicants of all backgrounds and provide reasonable accommodations throughout the hiring process.

 **Apply:** Send a cover letter and resume to [epd-hiring@ethosystems.com](mailto:epd-hiring@ethosystems.com)