

Engineering On-Call Rotation

INTERNAL — Helix Engineering / CS Operations

OVERVIEW

Every engineer in product engineering participates in the on-call rotation. Shifts are weekly, Monday 9am to following Monday 9am, US Pacific.

PRIMARY VS SECONDARY

Each shift has a primary on-call (responds to all pages) and a secondary (escalation backup). Primary rotation takes priority over feature work for the duration of the shift.

PAGING

Pages come from PagerDuty. Acknowledge within 5 minutes for P0/P1, 15 minutes for P2. Sleep through pages? PagerDuty escalates to secondary, then to engineering manager.

EXPECTED RESPONSE

(1) Acknowledge the page. (2) Open the runbook for the alert if it has one. (3) Begin investigation in #incidents. (4) For P0/P1, declare an incident and assume IC duties or hand off to a peer.

COMPENSATION

On-call shifts include a stipend (\$500/week primary, \$200/week secondary) and comp time for any out-of-hours pages.

SWAPPING SHIFTS

You can swap shifts with any peer who agrees. Update PagerDuty before the shift starts; do not rely on Slack agreements alone.

VACATION COVERAGE

Block off vacation in PagerDuty 4 weeks ahead. The on-call manager will arrange coverage. Do not start vacation without confirmed coverage.

POST-SHIFT

At end of shift, write a handoff doc summarizing any open issues. Drop it in #oncall-handoff.