# Job Title: DevOps Support Engineer

**(Shift-Based Model)**
**Openings:** 10
**Location:** Remote
**Employment Type:** Full-Time
**Monthly Budget:** ₹80,000 – ₹85,000

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## Company Overview:

We are currently hiring **DevOps Support Engineers** on behalf of one of our esteemed clients in India. If you are seeking a dynamic opportunity to grow within an innovative and fast-paced environment, this role is for you.

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## Key Responsibilities:

- Monitor and troubleshoot **AWS** and/or **Azure** environments to ensure high availability and performance

- Respond promptly to **incidents and alerts**, investigate issues, and implement effective resolutions

- Execute basic **scripting and automation** tasks using tools such as **Bash** or **Python**

- Communicate effectively in **English** with both internal teams and external customers

- Follow **Standard Operating Procedures (SOPs)** and escalation workflows under the guidance of a Team Lead

- Work in a **24/7 rotating shift schedule**, including weekends and nights, ensuring consistent support coverage

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## Shift Details:

- Engineers work **4–5 shifts per week**, rotating through morning, evening, and night shifts

- Weekend and night shifts are distributed fairly across the team

- Rotation ensures a balanced workload and prevents overburdening any individual engineer

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## Required Qualifications:

- **2–5 years** of experience in **DevOps** or **Cloud Support** roles

- Hands-on experience with **AWS** and/or **Azure** cloud platforms

- Familiarity with **CI/CD tools** such as **GitHub Actions** or **Jenkins**

- Proficient in using monitoring tools like **Datadog**, **CloudWatch**, or equivalent

- Basic scripting knowledge in **Bash**, **Python**, or similar languages

- Strong **English communication** skills (spoken and written)

- Willingness to work in a **rotational shift-based** support environment

- Prior experience in a **24/7 support** setup is preferred

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## What We Offer:

- **Remote work** opportunity from anywhere in India with a reliable internet connection

- **Comprehensive training program** that includes:

  - Hands-on shadowing of live processes

  - Detailed learning of internal tools, SOPs, ticketing systems, and escalation procedures