Job Title: DevOps Support Engineer

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

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.

Key Responsibilities:

- Monitor and troubleshoot cloud environments (AWS & Azure) to maintain optimal performance and uptime.

- Respond to incidents and alerts promptly, investigate root causes, and resolve issues effectively.

- Perform basic automation and scripting tasks using **Bash**, **Python**, or similar tools.

- Collaborate with the Team Lead and follow **Standard Operating Procedures (SOPs)** and escalation processes.

- Communicate clearly and professionally with customers and internal teams in **English**.

- Work in a rotating **24/7 shift schedule** covering mornings, evenings, nights, and weekends.

Required Qualifications:

- **2–5 years** of experience in a **DevOps** or **Cloud Support** role.

- Strong hands-on experience with **AWS** and **Azure** environments.

- Familiarity with **CI/CD tools** like **GitHub Actions**, **Jenkins**, etc.

- Proficiency in using monitoring tools such as **Datadog**, **CloudWatch**, or equivalents.

- Basic scripting abilities (Bash, Python, etc.).

- Excellent verbal and written communication skills in **English**.

- Willingness to work in a **shift-based** environment.

- Prior experience in a similar **24/7 support role** is a strong advantage.

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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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