Cloud Support Engineer- TS Clearance Job

Employer Name:

SpiderID: 12504930

Location: Redmond, Washington

Date Posted: 5/6/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-33

Cloud Support Engineer I(Top Secret Clearance Required)  
  
Location: Redmond, WA  
  
Working Hours: Midshift or night shift  
  
Job Responsibilities  
  
The Cloud Support Engineer will serve as a part of the incident management team in a 24X7 Microsoft Azure environment.Candidate will diagnose, mitigate and/or escalate system issues to maintain a high level of system/platform availability.Candidate will serve as a part of the Live Site work stream and will require an understanding of core Windows Azure components and tools to diagnose issues.The Cloud Support Engineer will perform tasks such as:  
  
Respond to incident tickets in a 24x7 operational environment to meet SLA objectives  
  
Troubleshoot system issues using diagnostic tools like netmon, windbg, and custom application tools  
  
Review system logs to identify and mitigate system issues  
  
Leverage knowledge base to help troubleshoot, identify, and resolve systems issues.  
  
Update knowledge base troubleshooting guides and lessons learned as required  
  
Document incident fixes and make recommendations to engineering team for system improvements for consideration in future releases  
  
Document system issues resulting in system outages and coordinate change though change management process  
  
Support collaboration across operations, development teams and external partners  
  
Support "tiger team" calls to streamline knowledge sharing and timely resolution of system issues  
  
Monitor solution performance according to client specification and SLAs, escalate as needed  
  
   
  
Minimum Qualifications:  
  
Bachelor of Science in CS, or other technical discipline is preferred  
  
Experience in supporting Azure/AWS cloud  
  
2 years operations experience providing application infrastructure support  
  
1 year performing system administration support (Windows/Linux  
  
Interpersonal Skills, problem solving, organizational, and multi-tasking skills  
  
Strong oral and written communication skills  
  
TS Clearance Required

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Dunhill Professional Search

Company: Dunhill Professional Search