Cloud Support Engineer I Job

Employer Name:

SpiderID: 12495275

Location: Reston, Virginia

Date Posted: 5/5/2022

Wage: Negotiable

Category: Information Technology

Job Code: 016

Cloud Support Engineer I  
  
Reston, VA  
  
\*Top Secret Clearance Required - Night Shift  
  
   
  
Roles and Responsibilities  
  
 Our client, Microsoft, is looking for an entry level Cloud Support Engineer that is eager to gain experience. 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:  
  
   
  
 Essential Duties and Responsibilities  
  
 - Troubleshoot system issues using diagnostic tools like netmom, windbg, and custom application tools  
  
 - Respond to incident tickets in a 24x7 operational environment to meet SLA objectives  
  
 - 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  
  
   
  
 Qualifications and Education Requirements  
  
 - Bachelor of Science in CS, or other technical discipline is preferred.  
  
 - 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  
  
   
  
 Preferred Skills  
  
 Experience in supporting Azure/AWS cloud  
  
 Other Job Specific Skills  
  
 \* Knowledge of Microsoft Operating Systems and products that include Microsoft Windows, Windows Servers, Microsoft Office365 and SharePoint, Microsoft Teams.  
  
 \* Applies standard methodology, techniques, procedures and criteria.  
  
 \* Ability to troubleshoot and resolve basic/routine system hardware, software or networking related problems.  
  
 \* Ability to communicate effectively, both orally and in writing and to translate technical terminology into terms understandable to non-technical employees.  
  
 \* Strong customer service skills.  
  
 \* Experience with cloud infrastructure, digital workspace, and storage technology a plus.  
  
 #cjpost

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

Contact Name: ASM Research

Company: ASM Research