JD FOR CLOUD SUPPORT ASSOCIATE

Cloud support engineers work as part of a team and collaborate with software developers and other technical support professionals so they need to have good teamwork skills. They also need to be able to work independently and provide leadership to new staff in their department, who they may also be responsible for training. Communication skills are important so that they can efficiently identify issues and also so that they can maintain written documentation concerning how to address problems with the system. They need to have programming skills and technical knowledge in order to recover data and fix systems when there are problems. Since they may assist customers directly they need to have customer service skills. They also need strong analytical skills to review software and systems to identify potential or existing problems. They use their problem-solving skills to address those issues effectively.