

Sample Interview Questions

Preparing to Work as a Cloud Support Associate

This document provides sample interview questions. Note that each company has its own unique hiring approach. The interview questions might differ based on the specific role, company culture, and interviewer preferences. When preparing for an interview, research the specific organization and tailor your preparation accordingly.

Technical questions

General

1. What is the difference between the public and private cloud? Can you provide examples of each?
2. Describe the steps you can take to troubleshoot and identify the root cause of the issue in a cloud environment.
3. How can you support and maintain AWS workloads according to the AWS Well-Architected Framework?

Networking

1. How do you control inbound and outbound traffic in a Virtual Private Cloud (VPC)?
2. Can you explain the role of security groups and network access control lists (NACLs) in cloud security?
3. How do you identify and remediate Amazon CloudFront caching issues?

Reliability and business continuity

1. Can you explain the concept of load balancing and its importance in cloud environments?
2. How do you ensure high availability in cloud environments?
3. Describe disaster recovery options for an application that's hosted in AWS.

Monitoring and logging

1. How can you monitor AWS resources and applications?
2. How can you use the command-line interface (CLI) to inspect logs, metrics, or other monitoring data?
3. How do you use logs to troubleshoot an issue?

Security and compliance

1. How can you ensure data encryption in transit and at rest within AWS services?
2. What are some security best practices for working in the cloud?
3. How can you troubleshoot and audit access issues by using AWS services. For the answer, consider Amazon CloudTrail, IAM Access Analyzer, and IAM policy simulator.

Automation and cost optimization

1. How can you use scheduling services to automate tasks? For the answer, consider Amazon EventBridge and AWS Config.
2. How do you identify and remediate underutilized or unused resources by using AWS services and tools. For the answer, consider Trusted Advisor, AWS Compute Optimizer, AWS Cost Explorer.
3. How do you allocate the cloud costs? For the answer, consider cost allocation tags.

Culture fit questions

1. How do you ensure effective communication between technical and non-technical team members?
2. How do you handle situations where you are unsure of the solution or need to escalate an issue to a higher level of support?
3. Can you provide an example of a time when you had to employ active listening and clear communication skills to understand and address concerns of a challenging customer?
4. How do you prioritize tasks and manage your workload in a fast-paced environment?
5. Can you give an example of a situation where you had to document a complex process or an architecture?
6. How do you stay up-to-date with the latest cloud technologies and best practices?