

2025 Cloud Support Engineer Questionnaire

Non-technical Questions

1. We work remotely (WFH), but we are looking for candidates who are based in Java Island, Indonesia, to help with accommodation arrangements. This includes providing work-related peripherals and organizing occasional team gatherings. Which province in Java will you be working from?
2. Our employment is currently full-time (5 days a week, 8 hours per day). Would you be able to meet this requirement?
3. Our teams in the U.S. and Indonesia collaborate directly without any barriers. Could you share your experience with communicating in English in a professional setting?
4. Why are you looking for new job opportunities? Also, what qualities or characteristics do you value most in your ideal company?
5. To streamline the process, here is our **gross** salary range:
 - **Junior Support Engineer:** Starting from 11.5 million IDR
 - **Support Engineer:** Starting from 17 million IDR
 - **Lead Support Engineer:** Starting from 23 million IDR
 - 5.1. Does this salary range meet your expectations?
 - 5.2. If the range does not align with your expectations, could you provide your salary expectation along with the reasoning? This information will help us understand your needs and depending on your performance on your interview, we could be flexible.
 - 5.3. Are you willing to proceed to the next step of the recruitment process? If not, you may still submit your current information including your salary expectations, without completing the essay. We will retain this data for future recruitment planning and budgeting purposes.

Essay

As part of our selection process, we would like you to submit a detailed essay (1–2 pages) outlining your professional experience and approach in DevOps. This essay should reflect your real-world involvement with monitoring high-priority systems for performance and reliability, maintaining, deploying, and scaling cloud-based infrastructure. If applicable, feel free to also include any experience you have with designing infrastructure solutions.

We're particularly interested in learning how you've applied DevOps principles to ensure high availability, fault tolerance, security, automation, and collaboration across development and operations. Please highlight your experience with cloud platforms, containerization, infrastructure as code, monitoring, scripting/automation, and cost optimization. Additionally, we'd like to hear about how you handle challenges such as system failures, service outages, or security incidents, and how you collaborate with both technical and non-technical teams.

We also encourage you to include a high-level architecture diagram to illustrate one of your past projects or infrastructure solutions. A visual overview can provide valuable context and help us better understand how you think about systems and design.

We value integrity, clarity, depth, and relevance to what you've *actually done* on the job, not just what you know in theory. We want to hear *your story*, **in your own words**. Please don't worry about perfect grammar or polished language—minor errors are completely okay. In fact, we'd much rather read something that genuinely reflects *you* than something overly refined or generated by AI. What matters most to us is authenticity and insight into how *you personally* think, work, and solve problems. Your submission will help us better understand your fit for our team and how you approach DevOps in real-world scenarios.