**Cloud Operations Level 1**

**Description:**

The Cloud Operations Level 1 will work from a centralized team responsible for maintaining day to day operations of cloud environments. The role requires an understanding of Data Center Technology and Services, Cloud Technologies and Services, and IT Operations based on ITIL Framework. The role’s primary focus is to provide operations support of production cloud services through monitoring, incident response, and incident resolution for production applications and infrastructure deployed in cloud environments. Other duties may be assigned.

**Skillset:**

* Systems administration expertise (Windows, Linux)
* Enterprise Monitoring Tools for infrastructure and applications
* ITIL Foundations
* Experience with enterprise ITSM and CMDB Tools
* Understanding of data networks, routing and TCP/IP
* Cloud Architectures
* Automation in a cloud environment – Infrastructure as Code, especially using AWS
* Support highly available, business critical applications

**Responsibilities:**

* Monitor production environments as part of a 24x7x365 rotation to ensure availability and performance SLAs are met
* Respond to incidents and escalate to appropriate teams as required
* Conduct root cause analysis on incidents
* Provide backup and recovery support to cloud resources
* Execute Disaster Recovery procedures and support Disaster Recover testing
* Follow incident, change, release, and problem management processes

**Qualifications:**

* Experience with AWS desired
* 1 Years of experience with Enterprise ITIL Processes
* 1 Years of experience with enterprise ITSM or ticketing system
* 1 Years of experience with monitoring enterprise systems
* 2 Years of experience in data center domains (server, network, storage, security)
* 2 Years of experience with server and directory service technologies (Windows, Linux, AD, DNS)
* Excellent organizational skills, and oral and written communication skills
* Ability to follow established processes and procedures