**Cloud Operations Level 2**

**Description:**

The Cloud Operations Level 2 will work from a centralized team responsible for maintaining day to day operations of cloud environments. The role requires an understanding of Cloud Technologies and Services, Agile methodologies (Scrum, Kanban), and IT Operations based on ITIL Framework. The role’s primary focus is to provide operations support production cloud services in areas such as performance, monitoring, logging, security, backups/HA/DR, compliance, and ensuring the operations processes and standards are executed for production applications. This role is responsible for ongoing operations including monitoring, incident response, problem resolution, root cause analysis, problem management, and continuous improvement. Other duties include documentation and service request fulfillment.

**Skillset:**

* Systems administration expertise (Windows, Linux)
* Scripting technologies (Powershell, Bash, Python)
* Enterprise Monitoring Tools for infrastructure and applications
* ITIL Foundations
* Experience with enterprise ITSM and CMDB Tools
* Data Networks – routing, firewalls, load balancers, DNS
* Databases – relational and NoSQL
* Storage architecture and technologies
* Security – Access Management, Key Management
* Cloud Architectures
* Automation in a cloud environment – Infrastructure as Code, especially using AWS
* Support highly available, business critical applications
* Risk, Security, and Audit compliance experience

**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
* Patch and release updates to OS and systems
* Monitor and report on compliance programs (security, risk, access control)
* Review and modify documentation
* Participate in the transition of new services to production support
* Follow incident, change, release, and problem management processes

**Qualifications:**

* Experience with AWS certification desired
* 2 Years of experience with Enterprise ITIL Processes
* 2 Years of experience with enterprise ITSM or ticketing system
* 2 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
* Security compliance experience such as ITIL, PCI, ISO 27001 or SOX
* Ability to work with minimal supervision, making decisions based upon priorities, schedules and an understanding of business initiatives
* Ability to apply critical thinking to all aspects of the position
* Detail oriented with excellent documentation skills/methodologies, who is able to successfully manage multiple priorities